



## SBC\_MPS through TMQ

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## SBC\_MPS through SENSORMGR

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### SBC\_MPS

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**%SBC\_MPS-3-INTERNAL : An internal IOSd SBC error has been encountered[chars].**

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**Explanation**            An internal error has been encountered.

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**%SBC\_MPS-3-INTERNAL : An internal IOSd SBC error has been encountered[chars].**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
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**%SBC\_MPS-3-INITFAIL : SBC module initialisation failure: [chars].**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An unexpected condition has occurred which resulted in the module being unable to initialise.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SBC\_MPS-3-MAX\_RESOURCES : The maximum resource limit has been reached.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The system was asked to allocate more resources, but the maximum resource limit had already been reached   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SBC\_MPS-3-ENQUEFAIL : Enqueue of TDL message failed ([chars]).**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | An unexpected condition has occurred which resulted in configuration or event details not being forwarded. |
|--------------------|--|

**%SBC\_MPS-3-ENQUEFAIL : Enqueue of TDL message failed ([chars]).**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SBC\_MPS-6-UNEXPECTED\_TDL : An unexpected message ([chars]) has been received by SBC while in the [chars] state.**

**Explanation** An internal message has been received by SBC, but it was not expecting that message at that particular time. The system will ignore the message and continue operation.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SBC\_MPS-4-UNEXPECTED\_PKT : An unexpected packet for call [dec] has been received by SBC.**

**Explanation** A packet been received by SBC for the noted call, but the call was not in a correct state to handle it. The system will ignore the packet and continue operating.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SBC\_MPS-3-UNEXPECTED\_TIMEOUT : An unexpected timeout has been encountered by SBC ([chars]).**

**Explanation** A timeout was experienced by the IOSd SBC subsystem, but no such timeout should have occurred. The system will ignore the timeout and continue operating.

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**%SBC\_MPS-3-UNEXPECTED\_TIMEOUT : An unexpected timeout has been encountered by SBC ([chars]).**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SBC\_MPS-6-DEACTIVATE\_NO\_RSP : SBC deactivate response is considered lost.**

**Explanation** The response for SBC deactivate can get lost due to FP startup or switchover while deactivation is in progress.

**Recommended Action** SBC can be activated now if needed.

---



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**%SBC\_MPS-6-DEACTIVATE\_RESPONSE : SBC deactivate is complete.**

**Explanation** SBC deactivation can take a while. This happens when SBC deactivation is done in the presence of a lot calls with deactivation-mode set to abort. SBC deactivate is now complete.

**Recommended Action** SBC can be safely activated now if needed.

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**%SBC\_MPS-4-NEW\_MPF\_CAPABILITIES : New SBC MPF Capabilities handling failure.**

**Explanation** SBC has received a new set of Media Packet Forwarding capabilities from the associated Forwarding Processor that are inconsistent with those already in use. SBC was unable to process these new capabilities online, and will automatically restart.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SBC\_MPS-4-TRANSCODE\_MPF\_CAPABILITIES : Transcoding SBC MPF Capabilities handling failure.**

**Explanation** SBC has been unable to prepare a transcoding supported Media Packet Forwarding capabilities message. SBC will not be able to support transcoding functionality.

**%SBC\_MPS-4-TRANSCODE\_MPF\_CAPABILITIES : Transcoding SBC MPF Capabilities handling failure.**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**%SBC\_MPS-4-MPF\_SRTP\_CAPABILITIES : Unable to set SRTP capabilities**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | SBC made an attempt to set the platform capabilities with respect to its handling of SRTP streams and was not successful. SRTP streams will not be handled through the SBC.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SBC\_MPS-4-MPF\_CAPABILITIES : SBC MPF Capabilities handling failure.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | SBC has been unable to properly prepare a Media Packet Forwarding capabilities message. SBC may not be able to support select functionality such as transcoding or SRTP.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**SBC\_SPF****%SBC\_SPF-3-INTERNAL : An internal IOSd SBC error has been encountered[chars].**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | An internal error has been encountered. |
|--------------------|---|

---

**%SBC\_SPF-3-INTERNAL : An internal IOSd SBC error has been encountered[chars].**

---

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
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**%SBC\_SPF-3-NOT\_FOUND : An unsolicited message has been received by SBC ([chars] [int])**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal message has been received by SBC, but it was not expecting that message at that particular time. The system will ignore the message and continue operation.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SBC\_SPF-3-ENQUEFAIL : Enqueue of TDL message failed ([chars]).**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An unexpected condition has occurred which resulted in configuration or event details not being forwarded.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**SCHED\_TEST**

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**%SCHED\_TEST-6-ERRMSG : This errmsg should print correctly.**

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**Explanation****Recommended Action**

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**%SCHED\_TEST-2-EXITHOOK : Exit routine invoked for process [chars].**

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**Explanation****Recommended  
Action**

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**SCOOBY**

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**%SCOOBY-5-SERIAL\_BRIDGE\_BLOCK\_EVENT : Block [chars]/[dec] of serial bridge [dec] had I/O event [hex]**

---

**Explanation** A serial bridge I/O event has occurred. This event is not serious but is logged for diagnostic purposes.**Recommended  
Action** No user action is required.

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**%SCOOBY-0-SERIAL\_BRIDGE\_CRITICAL\_ERROR : Reloading [chars] due critical event [hex] in block [chars]/[dec] of serial bridge [dec]**

---

**Explanation** A critical serial bridge I/O event has occurred.**Recommended  
Action** The system automatically reloads the hardware component experiencing the error. If the problem persists, copy the message exactly as it appears on the console or in the system log, collect the output of show tech-support and any other relevant logs, and contact your Cisco technical support representative.

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**%SCOOBY-5-SERIAL\_BRIDGE\_EVENT\_RATE : The [chars] event rate of [int] has exceeded the threshold of [int] on serial bridge [dec] interconnect [dec]**

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**Explanation** A Serial Bridge has experienced a high event rate. This condition is not considered serious, but is logged for diagnostic purposes. This could be due to a hardware or software driver defect.**Recommended  
Action** No user action is required. If this message persists, a serial bridge critical message that needs to be addressed will appear.

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**%SCOOBY-0-SERIAL\_BRIDGE\_CRITICAL\_ERROR\_RATE : Reloading [chars] due to critically high serial bridge error rate.**

---

**Explanation** A Serial Bridge has experienced a persistently high error rate. The condition is serious and the card must be reloaded. This could be due to a hardware or software driver defect.**Recommended  
Action** Copy the message exactly as it appears on the console or in the system log, collect the output of show tech-support and any other relevant logs, and contact your Cisco technical support representative.

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**SDFLASH****%SDFLASH-6-DEVICE\_ENABLED : SDFlash device enabled**


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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | SDFlash device is enabled in the system. |
| <b>Recommended Action</b> | No action is required.                   |

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**%SDFLASH-1-DEVICE\_DISABLED : SDFlash device disabled**


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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | SDFlash device is disabled from the system. Please enable it for correct operation of the switch.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**SDLC****%SDLC-4-DROPPED : Dropped SDLC packet from SDLC hold queue**


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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An SDLC frame had to be dropped from the output hold queue, usually because of excessive congestion on the output link.   |
| <b>Recommended Action</b> | If this message occurs frequently, determine why your SDLC link is being overloaded with data and resolve the cause (typically by either increasing bandwidth to your SDLC line or reducing the load on your link). |

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**%SDLC-3-NULLPAK : Interface [chars], NULL packet ptr, rvr [dec], vs [dec], vr [dec]**


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|                    |   |
|--------------------|---|
| <b>Explanation</b> | An internal software error occurred in the router's SDLC processing system. |
|--------------------|---|

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**%SDLC-3-NULLPAK : Interface [chars], NULL packet ptr, rvr [dec], vs [dec], vr [dec]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SDLC-3-NOINPIDB : Input idb not set**

**Explanation** This is a software error. A frame was given to the SDLC handler to process, but the interface on which the frame arrived is not known.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SDLC-4-FRAMEERR : Interface [chars], Frame error: CF [hex], VS [dec] %c VR [dec], Reason [hex]**

**Explanation** A FRMR frame was received. This can be due to a noisy serial line, an overloaded SDLC device, or corrupted data.

**Recommended Action** If this message recurs, service the serial line and the devices attached to it.

**%SDLC-4-INFOBAD : Interface [chars], Info field not permitted**

**Explanation** A bad SDLC frame was received.

**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

**%SDLC-4-CTRLBAD : Interface [chars], Invalid control field**

**Explanation** A bad SDLC frame was received.

---

**%SDLC-4-CTRLBAD : Interface [chars], Invalid control field**

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**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

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**%SDLC-4-N1TOOBIG : Interface [chars], N1 too large**

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**Explanation** An information frame was received from the other end of the SDLC link that was larger than allowed with the N1 parameter on this link.

**Recommended Action** Either increase the value of the N1 parameter for this interface on the router or reduce the size of the maximum information frame sent by the other end of the link.

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**%SDLC-4-INVNR : Interface [chars], Invalid NR value**

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**Explanation** A bad SDLC frame was received.

**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

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**%SDLC-4-SDLC\_ERR : SDLC\_ERROR with no poll**

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**Explanation** A protocol error was detected on a secondary station, but FRMR could not be sent because the station did not own the poll bit. This message indicates either poor line conditions or a faulty SDLC implementation.

**Recommended Action** If this message recurs, run traces on the SDLC line. Copy the error message exactly as it appears, and report it to your technical support representative.

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**%SDLC-2-ILLEGSTATE : [chars], illegal state for addr [hex], [chars]([dec])**

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**Explanation** An internal SDLC state violation was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SDLC-2-NOPOINTER : AW\_SDLC\_SEC with no sdllc\_llc pointer.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An error condition occurred during SDLLC initiation.                                 |
| <b>Recommended Action</b> | No action is required. The SDLLC session will restart without operator intervention. |

**%SDLC-3-CONFIGERR : [chars], addr [hex], Sent SNRM, received SNRM. Check link station roles.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A hardware or software error occurred.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SDLC-4-NOUA : [chars], addr [hex] received command [hex] in response to SNRM, expected UA**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The router received a frame other than a UA in response to a SNRM. |
| <b>Recommended Action</b> | Check the end station to see if the SNA stack is up and running.   |

**%SDLC-5-INVLDGRPPOLL : Interface [chars], not configured for group-poll frame, received [hex]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An unnumbered poll (UP) was received with the wrong group poll address.   |
| <b>Recommended Action</b> | Make sure the group poll address configured on the router matches the one configured in the physical unit macro (GP3174=XX) in the Network Control Program (NCP) generate file. |

**%SDLC-4-INVLDGRPCFG : Interface [chars], ignoring group-poll mismatch, UPOLL [hex]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A hardware or software error occurred.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

---

**%SDLC-4-BADFRAME : [chars], Received bad SDLC [chars]frame, address [hex], control [hex]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A hardware or software error occurred.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SDLC-2-NOMEMORY : No memory available: [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The requested operation failed because of a low memory condition.   |
| <b>Recommended Action</b> | Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. |

---



---

**%SDLC-3-DLU\_ERROR : [chars], DLU failed to close station [hex] before re-opening, [chars]/[chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A hardware or software error occurred.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SDLC-4-XID\_NOMATCH : [chars], XID mismatch for [hex]. CONNECTION REJECTED**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An inbound exchange identification (XID) from a PU 2.0/PU 2.1 node was rejected. The targeted SDLC address is displayed. The XID information is displayed in a subsequent message = SDLLC-6-XID_DISPLAY or SDLLC-6-FORMAT. |
| <b>Recommended Action</b> | This is a security feature. Additional information is displayed to help trace the source of the rejected XID. If the message is undesirable, simply remove the XID statement from the router configuration.                |

---



---

**%SDLC-6-XID\_DISPLAY : sa [enet] da [enet] ss [hex] ds [hex] [[hex][hex][hex][hex]]**

---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | This message supplies the information for the received and rejected XID. |
|--------------------|--|

---

---

**%SDLC-6-XID\_DISPLAY : sa [enet] da [enet] ss [hex] ds [hex] [[hex][hex][hex][hex]]**

**Recommended Action** See the SDLC-6-XID\_NOMATCH error message.

---



---

**%SDLC-6-XID\_FORMAT : Unsupported XID format received, format [dec]**

**Explanation** An inappropriate exchange identification (XID) format was received for this mode of SDLLC operation. Review the type of devices you are connecting with SDLLC to make sure they are supported.

**Recommended Action** See the SDLLC-6-XID\_NOMATCH error message.

---

## SDLLC

---

**%SDLLC-5-ACT\_LINK : SDLLC: [chars] LINK address [hex] ACTIVATED: [chars]**

**Explanation** An SDLLC media conversion session was activated.

**Recommended Action** No action is required.

---



---

**%SDLLC-5-DACT\_LINK : SDLLC: [chars] LINK address [hex] DEACTIVATED: [chars]**

**Explanation** An SDLLC media conversion session was deactivated. If deactivation is a result of an error condition, this message will include a reason.

**Recommended Action** If the message does not include a description of an error, the deactivation was normal and the message is for information only. If the message does include a description of an error, begin problem analysis. Determine whether session loss is related to LLC2 timers by issuing the debug llc2-err command. If the problem is related to LLC2 timers, consider using SDLLC with the local acknowledgment feature. Copy the error message exactly as it appears, and report it to your technical support representative.

---

## SEC

---

**%SEC-4-TOOMANY : Box secured, too many options on internal packet**

**Explanation** No room for all desired IP header options. Packet discarded.

**Recommended Action** Configure for fewer IP header options.

---

---

**%SEC-2-NOOPT : Box secured, no option on internal packet**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

---



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**%SEC-2-NOTSEC : First opt in tcb not BASIC security**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.                                   |
| <b>Recommended Action</b> | If this message recurs, contact your technical support representative. |

---



---

**%SEC-2-SECINS : Security opt in tcb not SECINSERT**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SEC-3-NOMAX : No default for NLESO defined**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

---

---

**%SEC-6-IPACCESSLOGNP : list [chars] [chars] [dec] [IP\_address] [chars]-> [IP\_address], [dec] packet[chars] [chars]**

---

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

---



---

**%SEC-6-IPACCESSLOGDP : list [chars] [chars] [chars] [IP\_address] [chars]-> [IP\_address] ([dec]/[dec]), [dec] packet[chars] [chars]**

---

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

---



---

**%SEC-6-IPACCESSLOGP : list [chars] [chars] [chars] [IP\_address]([dec]) [chars]-> [IP\_address]([dec]), [dec] packet[chars] [chars]**

---

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

---



---

**%SEC-6-IPACCESSLOGRP : list [chars] [chars] [chars] [IP\_address] [chars]-> [IP\_address], [dec] packet[chars] [chars]**

---

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

---



---

**%SEC-6-IPACCESSLOGS : list [chars] [chars] [IP\_address] [dec] packet[chars] [chars]**

---

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

---



---

**%SEC-6-IPACCESSLOGRL : access-list logging rate-limited or missed [dec] packet[chars]**

---

**Explanation** Some packet matching logs were missed because the access list log messages were rate-limited or no access list log buffers were available.

**Recommended Action** No action is required.

---

---

**%SEC-4-SHELFCTRLTELOPT : malformed option on vty%t %c%c%c[dec] len [dec] [chars]**

---

**Explanation** A packet containing shelf controller telnet options was malformed. Options were ignored or truncated.

**Recommended Action** No action is required.

---

**SEC\_LOGIN**

---

**%SEC\_LOGIN-1-QUIET\_MODE\_ON : Still timeleft for watching failures is [int] secs, [user: [chars]] [Source: [chars]] [localport: [int]] [Reason: [chars]] [ACL: [chars]] at [chars]**

---

**Explanation** Quiet Mode is ON. No request for connection is accepted other than allowed by the Access List, if configured for the blocking period. Else an implicit \*deny all\* login's will be in force

**Recommended Action** As all the requests from other sources are blocked check ACL and add any source addr. if needed.

---

---

**%SEC\_LOGIN-5-QUIET\_MODE\_OFF : Quiet Mode is OFF, because [chars] at [chars]**

---

**Explanation** Quiet Mode is OFF. Router now operates in normal connection processing mode

**Recommended Action** A notification that the device now operates in normal connection processing mode and the reason why it switched mode is also indicated with the notification.

---

---

**%SEC\_LOGIN-4-LOGIN\_FAILED : Login failed [user: [chars]] [Source: [chars]] [localport: [int]] [Reason: [chars]] at [chars]**

---

**Explanation** Invalid User Name or Password is given from terminal.

**Recommended Action** A notification to indicate that login failed

---

---

**%SEC\_LOGIN-5-LOGIN\_SUCCESS : Login Success [user: [chars]] [Source: [chars]] [localport: [int]] at [chars]**

---

**Explanation** A successful login happened with the device.

**Recommended Action** A notification that login succeeded.

---

---

**%SEC\_LOGIN-3-INIT\_FAILED : Secure Login Initialization failed. [chars]**

---

**Explanation** Initialization of Secure Login Subsystem failed

---

---

**%SEC\_LOGIN-3-INIT\_FAILED : Secure Login Initialization failed. [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. |
|---------------------------|--|

---

**SENSORMGR**

---

**%SENSORMGR-3-NOMEM : Sensor manger failed to allocate memory : [chars]**

---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | The sensor manager was not able to add a new threshold node to its database. |
|--------------------|--|

|                           |     |
|---------------------------|-----|
| <b>Recommended Action</b> | TBD |
|---------------------------|-----|

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## SERDES through SHELL\_ISSU

- [SERDES](#)
- [SERIAL\\_12IN1](#)
- [SERVICES](#)
- [SERVICE\\_CHAIN](#)
- [SESSION\\_MGR](#)
- [SFP](#)
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- [SHELL\\_ISSU](#)

**SERDES**

---

**%SERDES-3-SERDES\_CRITICAL\_ERROR : Critical error [chars] in FRU [chars] when [chars]**

---

|                    |   |
|--------------------|---|
| <b>Explanation</b> | A critical error was occurred. The condition is serious and the card must be reloaded. This could be due to bad or unknown hardware (chassis or modules). Chassis Manager could also initialize the Serdes library with incorrect input parameters. |
|--------------------|---|

|                           |   |
|---------------------------|---|
| <b>Recommended Action</b> | Copy the message exactly as it appears on the console or in the system log. Collect the output of show platform, show version, show log, sh diag chassis eeprom detail, show diagnostic slot <slot#> eeprom detail, and any other relevant logs. Contact your Cisco technical support representative. |
|---------------------------|---|

---

---

**%SERDES-5-SERDES\_NOTICE : from FRU [chars], [chars].**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | CMAN sends a significant Serdes event to IOSD to log it |
| <b>Recommended Action</b> | No action is required for this notice.                  |

---

**SERIAL\_12IN1**


---

**%SERIAL\_12IN1-3-SPI4\_ERR : SPA [dec]/[dec]: [chars] was encountered. Intr status: [hex]**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.   |
| <b>Recommended Action</b> | The SPA driver has encountered a Hardware error on the SPA's SPI4 bus. Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <a href="http://www.cisco.com/public/support/tac/tools.shtml">http://www.cisco.com/public/support/tac/tools.shtml</a> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at TAC_CASE_OPEN or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the <b>show logging, show monitor event-log spa all</b> and <b>show tech-support</b> commands, your troubleshooting logs, and the specific error message. |

---

**%SERIAL\_12IN1-1-CLOCKRATE : [chars]:Link has been brought [chars] due to clock rate change, threshold configured = [int], received clock rate = [int]**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The received clock rate is changed from below the threshold configured to above or vice versa..   |
| <b>Recommended Action</b> | Check the received clock rate from the provider end and the clockrate threshold configuration, if the clock rate goes below the threshold configured, interface is brought down |

---

**%SERIAL\_12IN1-3-SW\_ERR : [chars]: A software error was encountered at [chars]: [chars]**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SPA driver detected a software error condition on the SPA card. This might result in improper operation.   |
| <b>Recommended Action</b> | The SPA driver has encountered a software error. Please power down and reseal the indicated SPA card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at TAC_CASE_OPEN or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the <b>show logging, show monitor event-log spa all</b> and <b>show tech-support</b> commands, your troubleshooting logs, and the specific error message. |

---

---

**%SERIAL\_12IN1-3-SW\_ERR\_1 : [chars]: A software error was encountered at [chars]: [chars] [hex]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SPA driver detected a software error condition on the SPA card. This might result in improper operation.   |
| <b>Recommended Action</b> | The SPA driver has encountered a software error. Please power down and reseal the indicated SPA card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at TAC_CASE_OPEN or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the <b>show logging, show monitor event-log spa all</b> and <b>show tech-support</b> commands, your troubleshooting logs, and the specific error message. |

---



---

**%SERIAL\_12IN1-3-SW\_ERR\_2 : [chars]: A software error was encountered at [chars]: [chars] [hex]/[hex]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SPA driver detected a software error condition on the SPA card. This might result in improper operation.   |
| <b>Recommended Action</b> | The SPA driver has encountered a software error. Please power down and reseal the indicated SPA card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at TAC_CASE_OPEN or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the <b>show logging, show monitor event-log spa all</b> and <b>show tech-support</b> commands, your troubleshooting logs, and the specific error message. |

---

**SERVICES**

---

**%SERVICES-2-NOINIT : Error initializing services: [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An application failed to initialize the core services library. The application will not be able to communicate with other modules on the system.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

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---

**%SERVICES-2-NORESOLVE\_LOCAL : Error resolving local FRU: [chars]**

---

|                    |   |
|--------------------|---|
| <b>Explanation</b> | An application was not able to determine its local FRU. The application was likely started incorrectly. |
|--------------------|---|

---

**%SERVICES-2-NORESOLVE\_LOCAL : Error resolving local FRU: [chars]**

---

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SERVICES-2-NORESOLVE\_ACTIVE : Error resolving active FRU: [chars]**

---

**Explanation** An application was not able to determine the active FRU. The application was likely started incorrectly.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SERVICES-2-NORESOLVE\_STANDBY : Error resolving standby FRU: [chars]**

---

**Explanation** An application was not able to determine the standby FRU. The application was likely started incorrectly.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SERVICES-0-INVALID\_OWNERSHIP : Error using service handle [IPV6 address] - invalid ownership ([IPV6 address], [IPV6 address])**

---

**Explanation** A multi-thread application is trying to incorrectly use the services library. Applications must follow thread confinement strategy with the services library. Each thread of the application must initialize private managed context of the service library.

**Recommended Action** Copy the error message, tracebacks and version information and contact a Cisco representative.

---

**%SERVICES-3-INVALID\_CHASFS : Thread [IPv6 address] has no global chasfs context**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A multi-thread application is trying to incorrectly use the services library. Applications must follow thread confinement strategy with the services library. Each thread of the application must initialize private managed context of the service library. |
| <b>Recommended Action</b> | Copy the error message, tracebacks and version information and contact a Cisco representative.   |

**SERVICE\_CHAIN****%SERVICE\_CHAIN-3-ALLOC\_FAILED : Allocation of [chars] memory failed for Service Chaining feature**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Allocation of memory by the Service Chaining feature microcode failed. The name of the memory chunk is specified in the message. This indicates a software failure   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SERVICE\_CHAIN-3-PKT\_REPLICA\_INIT\_FAILED : Failed to register with generic packet replication for Service Chaining feature**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Service Chaining initialization of packet replication registration failed.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**SESSION\_MGR****%SESSION\_MGR-5-START :**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Starting an authentication method   |
| <b>Recommended Action</b> | Message notification informing about the session manager client is being started to authenticate the endpoint attached to the interface |

---

**%SESSION\_MGR-5-SUCCESS :**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Authorization was successful.  |
| <b>Recommended Action</b> | Client connected to the switch has been successfully authorized by the session manager framework |

---



---

**%SESSION\_MGR-5-FAIL :**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Authorization was unsuccessful.   |
| <b>Recommended Action</b> | Authorization was unsuccessful for the client. Collect the smd logs and system console logs |

---



---

**%SESSION\_MGR-5-VLANASSIGN :**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | VLAN assignment to an interface for the session |
| <b>Recommended Action</b> | No action is required.                          |

---



---

**%SESSION\_MGR-5-SECURITY\_VIOLATION :**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A host on the specified interface is attempting to gain access into the network or is trying to authenticate in a host mode that does not support the number of hosts attached. This is treated as a security violation and the port has been error-disabled. |
| <b>Recommended Action</b> | Ensure that the port is configured to support the host count attached. Enter the <b>shutdown</b> command followed by <b>no shutdown</b> command to restart the port.  |

---



---

**%SESSION\_MGR-7-STOPPING :**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Stopping the current authentication method |
| <b>Recommended Action</b> | No action is required.                     |

---



---

**%SESSION\_MGR-7-NOMOREMETHODS :**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | All available authentication methods have been tried |
| <b>Recommended Action</b> | No action is required.                               |

---

**%SESSION\_MGR-5-MACMOVE :**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Client has moved to a new interface without logging off on the previous one. |
| <b>Recommended Action</b> | No action is required.   |

**%SESSION\_MGR-5-MACREPLACE :**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A new client has triggered a violation causing an existing client to be replaced |
| <b>Recommended Action</b> | No action is required.   |

**%SESSION\_MGR-4-UNAUTH\_MOVE :**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Move while not authenticated on old IDB |
| <b>Recommended Action</b> | No action is required.                  |

**%SESSION\_MGR-4-ILLEGAL\_TRACE\_REQ :**

|                           |                                 |
|---------------------------|---------------------------------|
| <b>Explanation</b>        | Component ID %d not registered. |
| <b>Recommended Action</b> | No action is required.          |

**%SESSION\_MGR-0-CONFIG\_CORRUPT :**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Interface configuration field was modified unexpectedly. |
| <b>Recommended Action</b> | No action is required.                                   |

**SFP****%SFP-3-EEPROM\_DUP\_ERR : SFP on ports [chars] and [chars] have duplicate serial numbers**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The GBIC/SFP was identified as a Cisco GBIC, but its vendor id and serial number match that of another GBIC on the system. |
| <b>Recommended Action</b> | Report to Cisco tech support.  |

---

**%SFP-4-EEPROM\_READ\_ERR : Error in reading SFP serial ID in [chars]**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Error when reading SFP type from EEPROM |
| <b>Recommended Action</b> | Please remove SFP from this Port        |

---



---

**%SFP-4-EEPROM\_CRC\_ERR : EEPROM checksum error for SFP in [chars]**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SFP in the port specified in the error message has invalid EEPROM data. |
| <b>Recommended Action</b> | Remove the SFP from the specified port.                                     |

---



---

**%SFP-4-EEPROM\_SECURITY\_ERR : SFP in [chars] failed security check**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SFP in the port specified in the error message has invalid EEPROM data. |
| <b>Recommended Action</b> | Remove the SFP from the specified port.                                     |

---



---

**%SFP-4-REMOVED : SFP module removed from [chars]**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The online insertion and removal (OIR) facility detected the removal of a SFP module from the interface specified in the error message. |
| <b>Recommended Action</b> | No action is required.  |

---



---

**%SFP-6-INSERTED : SFP module inserted in [chars]**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The online insertion and removal (OIR) facility detected a newly inserted SFP module for the interface specified in the error message. |
| <b>Recommended Action</b> | No action is required.   |

---



---

**%SFP-3-NOT\_SUPPORTED : Detected for SFP module in [chars], module disabled**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SFP module for the interface specified in the error message is not a cisco supported module. As a result of the error, the module is disabled. |
| <b>Recommended Action</b> | Replace the module with a cisco supported SFP.   |

---

**%SFP-3-NOT\_COMPATIBLE : Detected for SFP module in [chars], module disabled**

**Explanation** The SFP module for the interface specified in the error message is not compatible with the interface. As a result of the error, the module is disabled.

**Recommended Action** Replace the module with a compatible SFP.

**SGBP****%SGBP-3-INVALIDB : [chars] for bundle '[chars]' -- [chars]**

**Explanation** An internal software error has occurred.

**Recommended Action** LOG\_STD\_ACTION

**%SGBP-7-NEWL : Local query #[dec] for [chars], count [dec], ourbid [dec]**

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** LOG\_STD\_NO\_ACTION

**%SGBP-7-DUPL : Duplicate local query #[dec] for [chars], count [dec], ourbid [dec]**

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** LOG\_STD\_NO\_ACTION

**%SGBP-7-NEWP : Peer query #[dec] for [chars], count [dec], peerbid [dec], ourbid [dec]**

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** LOG\_STD\_NO\_ACTION

**%SGBP-7-CANCEL : Local query #[dec]:[dec] for bundle [chars]**

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

---

**%SGBP-7-CANCEL : Local query #[dec]:[dec] for bundle [chars]**

---

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-7-DONE : Query #[dec] for bundle [chars], count [dec], master is [chars]**

---

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-3-TIMEOUT : Peer [IP\_address] bidding; state 'PB [chars]' deleted**

---

**Explanation** This message is generated only when SGBP event debugging is enabled. It indicates that a peer timed out while closing a query. The connection has been dropped.

**Recommended Action** Check the peer equipment and network media for problems.

---

---

**%SGBP-7-MQB : tBundle: [chars]tState: [chars]tOurBid: %03d**

---

**Explanation** This message is part of a list of debug states displayed at the request of the operator.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-7-PB : t[IP\_address]tState: [chars]tBid: %03d Retry: [dec]**

---

**Explanation** This message is part of a list of debug states displayed at the request of the operator.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-7-EQUAL : [dec] equal highest bids, randomly select bid# [dec]**

---

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

**%SGBP-7-HANGUP : I am a forward-only member, can't forward bundle [chars], hangup**

**Explanation** This message is generated only when SGBP query, event and/or error debugging is enabled. This indicates a routine change of role for the router in its SGBP interactions with its peers.

**Recommended Action** LOG\_STD\_NO\_ACTION

**%SGBP-3-INVFIELD : [chars] field type [hex] has [chars] [dec] (expected [dec])**

**Explanation** This message indicates that an SGBP request from a peer contained invalid or corrupt data.

**Recommended Action** Check the peer equipment or network media for any problems.

**%SGBP-7-RCVD : MQ [chars] from [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars]**

**Explanation** This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was received.

**Recommended Action** LOG\_STD\_NO\_ACTION

**%SGBP-7-SENT : MQ [chars] to [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars], len [dec]**

**Explanation** This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was sent.

**Recommended Action** LOG\_STD\_NO\_ACTION

**%SGBP-3-UNEXP : MQ [chars] from [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], state [chars]**

**Explanation** This message is generated only when SGBP error debugging is enabled. The SGBP connection has entered an unexpected state, possibly due to a software error.

**Recommended Action** LOG\_STD\_ACTION

**%SGBP-3-INVALID : MQ message with [chars]**

**Explanation** This message is generated only when SGBP error debugging is enabled. An invalid message was received and discarded.

---

**%SGBP-3-INVALID : MQ message with [chars]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | This probably indicates an error in network media or a peer which is generating erroneous packets. |
|---------------------------|--|

---



---

**%SGBP-7-MQ : [chars] ([hex]) for query [dec]:[dec], bundle [chars], bid [dec], len [dec]**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | This message is generated only when SGBP error debugging is enabled. This message indicates that an SGBP query has been received. |
|--------------------|---|

|                           |                   |
|---------------------------|-------------------|
| <b>Recommended Action</b> | LOG_STD_NO_ACTION |
|---------------------------|-------------------|

---



---

**%SGBP-3-PEERERROR : Peer [IP\_address] [chars] during 'PB [chars]' state for bundle [chars]**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | An internal software error has occurred. |
|--------------------|--|

|                           |                |
|---------------------------|----------------|
| <b>Recommended Action</b> | LOG_STD_ACTION |
|---------------------------|----------------|

---



---

**%SGBP-3-UNKNOWNPEER : Event [hex] from peer at [IP\_address]**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | This message is generated only when SGBP error debugging is enabled. An SGBP event came from a network host which was not recognizable as an SGBP peer. The event was discarded. |
|--------------------|--|

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Check if a network media error could have corrupted the address, or if peer equipment is malfunctioning to generate corrupted packets. Depending on the network topology and firewalling, SGBP packets from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable assistance. LOG_STD_ACTION |
|---------------------------|--|

---



---

**%SGBP-3-UNKNOWNEVENT : Event [hex] from peer at [IP\_address]**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | This message is generated only when SGBP error debugging is enabled. An invalid event occurred, which probably indicates an internal software error. |
|--------------------|--|

|                           |                |
|---------------------------|----------------|
| <b>Recommended Action</b> | LOG_STD_ACTION |
|---------------------------|----------------|

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---

**%SGBP-5-SHUTDOWN : [chars]**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | This message is generated only when SGBP event debugging is enabled. A process involved in SGBP was terminated upon completion of its work. |
|--------------------|---|

|                           |                   |
|---------------------------|-------------------|
| <b>Recommended Action</b> | LOG_STD_NO_ACTION |
|---------------------------|-------------------|

---

---

**%SGBP-5-STARTUP : [chars]**

---

**Explanation** This message is generated only when SGBP event debugging is enabled. An process involved in SGBP was started.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-7-CLOSE : Closing pipe for member [chars]**

---

**Explanation** This message is generated only when SGBP event debugging is enabled. An interprocess communication link was closed.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-5-ARRIVING : New peer event for member [chars]**

---

**Explanation** This message is generated only when SGBP event debugging is enabled. An SGBP peer joined the group.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-5-LEAVING : Member [chars] leaving group [chars]**

---

**Explanation** This message is generated only when SGBP event debugging is enabled. An SGBP peer has left the group.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-3-UNKNOWN : [IP\_address] not known**

---

**Explanation** This message is generated only when SGBP error debugging is enabled. An SGBP connection was attempted by a host which was not recognized as a peer. The connection was not accepted.

**Recommended Action** Depending on the network topology and firewalling, SGBP connection attempts from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable assistance.  
LOG\_STD\_ACTION

---

---

**%SGBP-1-AUTHFAILED : Member [chars] failed authentication**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that an attempted peer connection ended in authentication failure. A peer may be misconfigured. Or this could indicate an attempted security breach. |
| <b>Recommended Action</b> | Check if the peer is correctly configured. If there is a chance your network is under attack, obtain knowledgeable assistance. LOG_STD_ACTION   |

---



---

**%SGBP-7-CHALLENGED : Rcv Hello Challenge message from member [chars] using [IP\_address]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was received from a peer. |
| <b>Recommended Action</b> | LOG_STD_NO_ACTION   |

---



---

**%SGBP-7-RESPONDED : Rcv Hello Response message from member [chars] using [IP\_address]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was received from a peer. |
| <b>Recommended Action</b> | LOG_STD_NO_ACTION   |

---



---

**%SGBP-7-CHALLENGE : Send Hello Challenge to [chars] group [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was sent to a peer. |
| <b>Recommended Action</b> | LOG_STD_NO_ACTION   |

---



---

**%SGBP-7-RESPONSE : Send Hello Response to [chars] group [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was sent to a peer. |
| <b>Recommended Action</b> | LOG_STD_NO_ACTION   |

---



---

**%SGBP-7-NORESP : Failed to respond to [chars] group [chars], may not have password**

---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | An authentication challenge was received but there was no information available to respond to it. This probably indicates a configuration error, a missing password. |
|--------------------|--|

---

**%SGBP-7-NORESP : Failed to respond to [chars] group [chars], may not have password**

**Recommended Action** Refer to the documentation to configure a username with the same name as the SGBP group.

**%SGBP-1-UNKNOWNHELLO : Rcv Hello message from non-group member using [IP\_address]**

**Explanation** This message is generated only when SGBP hellos or error debugging is enabled. An SGBP Hello message was received from a host that is not a member of the SGBP group, and discarded.

**Recommended Action** This is a configuration error. Either that host should be listed in this router's configuration as a member (if that is actually true) or the other host is misconfigured to attempt to join this group.

**%SGBP-1-MISSCONF : Possible misconfigured member [chars] using [IP\_address]**

**Explanation** This message is generated only when SGBP hellos or error debugging is enabled. This indicates a configuration error. Either this router has an incorrect IP address listed for the peer or the peer is using an incorrect IP address.

**Recommended Action** Find and correct the configuraton error.

**%SGBP-7-RCVINFO : Received Info Addr = [IP\_address] Reference = [hex]**

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that data was received by a listener process.

**Recommended Action** LOG\_STD\_NO\_ACTION

**%SGBP-7-SENDINFO : Send Info Addr to [chars]**

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that data was sent by the listener process in response to received data.

**Recommended Action** LOG\_STD\_NO\_ACTION

**%SGBP-7-KEEPALIVE : Sending Keepalive to [chars], retry=[dec]**

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that a keepalive message was send to an SGBP member.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

**%SGBP-7-KEEPALIVE\_TIMEOUT : Keepalive timeout on [chars]**

---

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that keepalive messages were not answered so the pipe to an SGBP member has been closed.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-7-SENDAUTHOK : Send Hello Authentication OK to member [chars] using [IP\_address]**

---

**Explanation** This message is generated only when SGBP hellos debugging is enabled. A message was send or re-sent to another SGBP member indicating that an authentication attempt from that member succeeded.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-7-AUTHOK : Member [chars] State -> AuthOK**

---

**Explanation** This message is generated only when SGBP errors or events debugging is enabled. A message was received from another SGBP member indicating that an authentication attempt to that member succeeded.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-7-WAITINFO : Member [chars] State -> WaitInfo**

---

**Explanation**

**Recommended Action**

---

---

**%SGBP-7-ACTIVE : Member [chars] State -> Active**

---

**Explanation** This message is generated only when SGBP errors or events debugging is enabled. This indicates that a link to another SGBP member has completed the interactions to set it up and is now entering the active state.

**Recommended Action** LOG\_STD\_NO\_ACTION

---

---

**%SGBP-1-DIFFERENT : Rcv [chars]'s addr [IP\_address] is different from the hello's addr [IP\_address]**

---

**Explanation** The internally-configured address for an SGBP member does not match the address of the host that tried to authenticate as that member. The configuration is incorrect on either this system or the other member - they must agree.

**Recommended Action** Determine which configuration is in error and fix it.

---



---

**%SGBP-1-NOTAUTH : Rcv Connection request by non-authenticated member [chars]**

---

**Explanation**

**Recommended Action**

---



---

**%SGBP-1-DUPLICATE : Rcv Duplicate bundle [chars] is found on member [chars]**

---

**Explanation** This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that a duplicate bundle was received from the same peer more than once. The duplicate was discarded.

**Recommended Action** LOG\_STD\_RECUR\_ACTION

---



---

**%SGBP-3-INVALIDADDR : Stack group [chars] IP address [IP\_address]**

---

**Explanation** The current configuration does not allow a local IP address to be configured using **sgbp member <address>**. Any local address is automatically removed from the SGBP group.

**Recommended Action** Do not configure **sgbp member <address>** using a local IP address.

---

**SGPM**

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**%SGPM-3-POLICY\_INCOMPLETE\_RULE : Subscriber policy rule ([chars]), event ([chars]) is missing a mandatory action for service ([chars]) automatically adding.**

---

**Explanation** The subscriber policy rule was missing a mandatory action; automatically added.

---

**%SGPM-3-POLICY\_INCOMPLETE\_RULE : Subscriber policy rule ([chars]), event ([chars]) is missing a mandatory action for service ([chars]) automatically adding.**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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---

**%SGPM-3-POLICY\_CTX\_POISONED : Policy context [hex] has bad magic, [hex].**

**Explanation** The magic number in the policy context is wrong.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SGPM-3-PACL\_NAME\_TOO\_LONG : The pacl name ([chars]-[chars]) is too long, it exceeds the maximum length of [dec].**

**Explanation** Too many acl entries have made the pacl name exceed the maximum supported length

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SGPM-3-POLICY\_RULE\_SERVICE\_CONFIG\_ERROR : Service ([chars]) is configured incorrectly, service\_failed event will be thrown**

**Explanation** In policy rule, the service is configured incorrectly, then a service-failed event will be thrown.

---

**%SGPM-3-POLICY\_RULE\_SERVICE\_CONFIG\_ERROR : Service ([chars]) is configured incorrectly, service\_failed event will be thrown**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

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**%SGPM-3-POLICY\_CTX\_ACTIVE : Active policy context [hex] has bad magic, [hex].**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The magic number in the active policy context is wrong.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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## SHDSL

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**%SHDSL-3-NOMEM : SHDSL [chars] malloc failed : out of memory**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The router does not have enough memory installed to run this SHDSL feature   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

---



---

**%SHDSL-1-INIT : SHDSL([dec]/[dec]/[dec]): [chars].**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | An attempt to initialize the SHDSL NIM failed. This module cannot be used |
|--------------------|---|

---

---

**%SHDSL-1-INIT : SHDSL([dec]/[dec]/[dec]): [chars].**

---

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

---



---

**%SHDSL-1-FWDNLD : [chars] [chars].**

---

**Explanation** An attempt to download firmware for SHDSL card failed. This interface cannot be used.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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---

**%SHDSL-1-TCLAYER : SHDSL([dec]/[dec]/[dec]): [chars] [dec].**

---

**Explanation** if CPE-CO mode(ATM/EFM) configuration is improper This Error Message is generated which means that the peer device has different TC layer or no common TC layer was selected during handshake.

**Recommended Action** Change the mode(ATM to EFM or EFM to ATM)configuration on CPE or CO side

---



---

**%SHDSL-1-INFO : SHDSL([dec]/[dec]/[dec]): [chars].**

---

**Explanation** Info on SHDSL card.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

---

**%SHDSL-4-ERRORINT : Error interrupt: [chars] received**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A spurious event happened for the SHDSL card.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SHDSL-4-MGMTINTR : Management interrupt: [chars] received**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A spurious event happened for the SHDSL card.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SHDSL-6-DSLGROUP\_UPDOWN : [chars] dsl-group [dec] state changed to [chars].**

|                           |                             |
|---------------------------|-----------------------------|
| <b>Explanation</b>        | DSL Group state is changed. |
| <b>Recommended Action</b> | No action is required.      |

**%SHDSL-6-EFM\_BOND\_LINK\_RATE\_CHANGE : [chars] EFM Link([dec]) bandwidth is changed.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | SHDSL link is trained to a different rate EFM bonding group. |
| <b>Recommended Action</b> | No action is required.                                       |

**%SHDSL-6-EFM\_ACT\_LINK\_CHANGE : [chars] EFM Group [dec] has [dec] active links, active link bitmap is [hex].**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Active Links were added or removed from the Group, changing its bandwidth. |
| <b>Recommended Action</b> | No action is required.   |

---

**%SHDSL-5-DYING\_GASP : Power failure at CPE detected at link no [dec].**

---

**Explanation** CPE has gone down because of power failure.

**Recommended Action** No action is required.

---

---

**%SHDSL-3-EFM\_FRAME\_SIZE : [chars] [chars].**

---

**Explanation** An attempt to change the maximum frame size in EFM bonding scenario has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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---

**%SHDSL-1-EFM\_BOND : [chars] CPE-CO configuration mismatch detected for link:[dec].**

---

**Explanation** If CPE is configured in efm bonding and CO is configured in plain 2wire then link will come-up in plain 2-wire. Since CPE is configured in efm bonding, CPE will ignore link up event

**Recommended Action** Correct either CPE or CO's configuration

---

---

**%SHDSL-1-EFM\_BOND\_RATE\_RATIO : [chars] Link ([dec]) rate ratio exceeded, retraining the link.**

---

**Explanation** Whenever the Link comes up with a rate that violates the EFM standard (IEEE 802.3ah) recommended rate ratio between all the links (1:4), the line should be retrained

**Recommended Action** Correct the line rate configured for this line and check looplength and noise conditions of the line

---

---

**%SHDSL-3-FIRMWARE : [chars] [chars]**

---

**Explanation** Error occurred in the SHDSL module firmware.

---

---

**%SHDSL-3-FIRMWARE : [chars] [chars]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SHDSL-6-PHY\_FWDNLD : [chars] [chars] [chars]**

**Explanation** Info about status of SHDSL Phy firmware download.

**Recommended Action** No action is required.

---



---

**%SHDSL-3-PHY\_FWDNLD\_FAIL : [chars] [chars] could be incomplete or corrupted or not present in [chars]**

**Explanation** Error occurred in the SHDSL Phy firmware download.

**Recommended Action** Use correct firmware package file

---



---

**%SHDSL-3-FIRMWARE\_SAVE : [chars]**

**Explanation** Failed to save SHDSL module firmware in flash.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SHDSL-3-FIRMWARE\_GET : [chars]**

**Explanation** Failed to get SHDSL module firmware from flash.

---

---

**%SHDSL-3-FIRMWARE\_GET : [chars]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

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**%SHDSL-1-NGIO\_DROP : Command dropped since phy re-init is in progress.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | If <code>ngio_drop_messages</code> is set, then the messages are dropped in host |
| <b>Recommended Action</b> | Wait till the phy reinit is complete   |

---

**SHELL\_ISSU**

---

**%SHELL\_ISSU-2-INIT : Shell ISSU client initialization failed to [chars]. Error: [dec] ([chars])**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The Shell ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SHELL\_ISSU-3-MSG\_NOT\_OK : Shell ISSU client 'Message Type [dec]' is not compatible**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The Shell ISSU client received an incompatible message from the peer device. The message cannot be processed.  |
| <b>Recommended Action</b> | <code>LOG_STD_SH_CMD_ACTION( show issu message group &lt;client_id&gt; and show issu session &lt;client_id&gt; and show issu negotiated version &lt;session_id&gt;)</code> |

---

---

**%SHELL\_ISSU-3-MSG\_SIZE : Shell ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Shell ISSU client failed to calculate the MTU for the specified message. The Shell ISSU client is not able to send the message to the standby device. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu message group <client_id> and show issu session <client_id> and show issu negotiated version <session_id>)               |

---



---

**%SHELL\_ISSU-3-INVALID\_SESSION : Shell ISSU client does not have a valid registered session.**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Shell ISSU client does not have a valid registered session.   |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>) |

---



---

**%SHELL\_ISSU-2-SESSION\_REGISTRY : Shell ISSU client failed to register session information. Error: [dec] ([chars])**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Shell ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>)                     |

---



---

**%SHELL\_ISSU-3-SESSION\_UNREGISTRY : Shell ISSU client failed to unregister session information. Error: [dec] ([chars])**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The Shell ISSU client failed to unregister session information.  |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id> and show issu negotiated capability <session_id>) |

---



---

**%SHELL\_ISSU-2-SESSION\_NEGO\_FAIL\_START : Failed to start Shell ISSU session negotiation. Error: [dec] ([chars])**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Shell ISSU client failed to start session negotiation. If a problem occurs with the ISSU session start, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id>)   |

---

---

**%SHELL\_ISSU-2-SEND\_NEGO\_FAILED : Shell ISSU client failed to send negotiation message. Error: [dec] ([chars])**


---

**Explanation** The Shell ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( show logging and show checkpoint client)

---



---

**%SHELL\_ISSU-2-GET\_BUFFER : Shell ISSU client failed to get buffer for message. Error: [dec] ([chars])**


---

**Explanation** The Shell ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( show logging and show checkpoint client)

---



---

**%SHELL\_ISSU-2-COPY\_SHELL\_INIT\_TO\_STANDBY : Failed to copy the shell init file [chars] to standby**


---

**Explanation** If the shell init file is not copied to standby, the shell init file CLI will not be applied to maintain the consistency between active and standby.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( Try manually copy a file to standby to see if it's a filesystem issue. It could be a space issue in the standby disk)

---



---

**%SHELL\_ISSU-2-SAVE\_TRIGGER\_FOR\_REAPPLY : Failed to add trigger to the re-apply queue. Trigger: [chars], Env: [chars]**


---

**Explanation** Triggers that failed to get applied during ISSU must be saved and then re-applied after ISSU completes.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( Manually re-apply the trigger after ISSU completes)

---

## SHFWD through SKINNYSERVER

- [SHFWD](#)
- [SIP](#)
- [SIPPHONE](#)
- [SIP\\_SUPPSERV](#)
- [SISF](#)

- [SISF\\_ISSU](#)
- [SISF\\_TRACKING\\_HA](#)
- [SKINNYMAIN](#)
- [SKINNYSECURESERVICE](#)
- [SKINNYSERVER](#)

## SHFWD

---

### %SHFWD-6-PACKET\_TRACE\_DONE : Packet Trace Complete: [chars]

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Packet trace cmd initiated by admin is complete |
| <b>Recommended Action</b> | No action is required                           |

---



---

### %SHFWD-6-PACKET\_TRACE\_FLOW\_ID : Packet Trace Flow id is [int]

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Packet trace instance can be tracked by flowid |
| <b>Recommended Action</b> | No action is required                          |

---



---

### %SHFWD-6-PACKET\_TRACE\_FAIL : Show fwd is failed at [chars]

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Packet trace cmd initiated by admin is fail   |
| <b>Recommended Action</b> | Collect the trace from all the switch using the cli \ (show platform software trace fed switch <> ) |

---

## SIP

---

### %SIP-3-QUEUE\_ERROR : Unable to enqueue event [chars] ([dec]) to a process watched queue. Current size: [dec], max size: [dec]

---

|                    |   |
|--------------------|---|
| <b>Explanation</b> | An internal or external event was dropped because it could not be added to the queue, probably because the queue is full. The result may be minor (retransmission of a SIP message) or major (dropped call), depending on the event which was lost. This error may indicate that the call rate is exceeding the capacity of the gateway. If this is the case, the CPU utilization will be excessively high (above 75%). |
|--------------------|---|

---

**%SIP-3-QUEUE\_ERROR : Unable to enqueue event [chars] ([dec]) to a process watched queue. Current size: [dec], max size: [dec]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the **show process cpu** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SIP-3-INSV\_ERROR : Error encountered while trying to bring the SIP component into service**

**Explanation** During bootup of the gateway, each of the Service Provider Interfaces (SPIs) are brought into service. The SIP SPI creates several processes and notifies the Call Control API (CCAPI) when it is finished. One or more of these tasks failed, so the SIP component will not be properly initialized.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SIP-3-LIST\_ERROR : Unable to create list for [chars]**

**Explanation** Failure to create a list generally indicates that the router is out of memory, either due to a memory leak or insufficient memory. If the error was generated soon after a reload, its more likely that the router doesn't have enough memory. If the router has been running for a while, a memory leak is more likely. The SIP component is not properly initialized, and SIP calls may not complete properly.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the **show process memory** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SIP-3-INTERNAL : [chars]**

---

**Explanation****Recommended  
Action**

---

---

**%SIP-3-UNSUPPORTED : [chars]**

---

**Explanation**

An internal software error has occurred.

**Recommended  
Action**

Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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---

**%SIP-3-INVALID : Invalid [chars] [dec]**

---

**Explanation**

An internal software error has occurred.

**Recommended  
Action**

Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SIP-3-BADPAIR : Unexpected [chars] [dec] ([chars]) in state [dec] ([chars]) substate [dec] ([chars])**

---

**Explanation**

The SIP state machine has encountered an error while processing an event or timer.

---

**%SIP-3-BADPAIR : Unexpected [chars] [dec] ([chars]) in state [dec] ([chars]) substate [dec] ([chars])**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SIP-6-IGNORE : Unexpected [chars] [dec] ([chars]) in state [dec] ([chars]) substate [dec] ([chars])**

**Explanation** The SIP state machine has encountered an error while processing an event or timer.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SIP-3-CONSTRUCT : Error encountered while trying to construct a [dec] [chars] [chars] message**

**Explanation** An error was encountered while attempting to construct a SIP request or response message. If malloc errors were also seen, then that is most likely the root of the problem. If no memory allocation errors have occurred, then this may be an internal problem.

**Recommended Action** If there were memory allocation errors at the same time as this error, then this error can be ignored. Otherwise: LOG\_STD\_SH\_TECH\_ACTION

---



---

**%SIP-3-NORESOURCE : No resources for [chars]**

**Explanation** An error was encountered while trying to obtain memory resources for an internal queue or table. If malloc errors were also seen, then that is most likely the root of the problem. If no memory allocation errors have occurred, then this may be an internal problem.

**Recommended Action** If there were memory allocation errors at the same time as this error, then this error can be ignored. Otherwise: LOG\_STD\_SH\_TECH\_ACTION

---

**%SIP-3-NOMATCH : Unable to find matching CCB for ccCallID [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An internal error was encountered while trying to match a call ID with a call control block   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SIP-5-DIALPEER\_STATUS : VoIP dial-Peer <[dec]> is [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | VoIP dial-peer's operational status is changed   |
| <b>Recommended Action</b> | If the dial-peer status is busyout, the session target configured under the dial-peer is not reachable |

**%SIP-3-DIGITEND : Missing digit end event for '%c' for call ID [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A digit begin event was detected without a matching digit end. This is most likely an internal error which is self correcting (the NOTIFY for the digit has been transmitted).   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SIP-3-FORKING\_CODEC : No forking codecs configured for dial-peer [dec], the forked m-lines will be rejected. Forking codecs are [chars]**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | Media forking requests which arrive in an INVITE message are identified by multiple media lines (m-lines) in the SDP. Each media line defines a media stream with destination port and payload types. In order to fork multiple media streams from a single call, all streams must share the same payload type and codec. Only a subset of the full list of SIP codecs are available for media forking, and the dial-peer selected for the call which is to be forked must include one of these supported codecs. This error indicates that the dial-peer does not include one of the supported codecs, so only the original media stream will be maintained; the remaining media streams will be rejected in the response by setting the port number to zero (0) in the SDP. |
|--------------------|---|

---

**%SIP-3-FORKING\_CODEC : No forking codecs configured for dial-peer [dec], the forked m-lines will be rejected. Forking codecs are [chars]**

**Recommended Action**      Modify the dial-peer configuration to include one of the forking codecs listed using either the codec command or the voice-class codec command.

---



---

**%SIP-4-MAXSDP : SIP message sent with maximum SDP.**

**Explanation**      An SIP protocol message containing the maximum allowable SDP size has been sent. If the desired SDP was greater than the maximum size limit, the SDP has been truncated at the limit. If the desired SDP was equal to the maximum size limit, no truncation has occurred. This warning may indicate that an SIP request containing an unusually large SDP has been received from an external SIP application for a specific call, resulting in an SIP response with the maximum SDP.

**Recommended Action**      No action is required.

---



---

**%SIP-3-DIGITQFULL : Unable to queue DTMF digit. Queue full. size: [dec]**

**Explanation**      A request to queue a DTMF digit was rejected because the DTMF queue is full. A 5xx server error has been returned. This error may indicate that a flood of DTMF digit requests from an external SIP application for a specific call has been received in a very short period of time.

**Recommended Action**      No action is required.

---



---

**%SIP-3-UNKNOWNOBJ : MIB object [chars].[dec] is not known by MIB API subsystem.**

**Explanation**      The MIB object specified in the SNMP GET PDU has been correctly identified by the SNMP Agent infrastructure, but was not correctly identified by the subsystem responsible for the MIB. Processing of the GET operation cannot continue. The SNMP Agent infrastructure and subsystem responsible for the MIB, under normal conditions, will always be synchronized to the same set of MIB objects (that is, the same version of the MIB). This condition indicates that synchronization has not occurred.

**Recommended Action**      Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SIP-3-NOGETSTRUCT : No data structure passed to MIB API subsystem.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SNMP Agent MIB subsystem for this MIB did not pass any data structure to the MIB API subsystem for the proper retrieval of the requested object data. Processing of the GET operation cannot continue.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SIP-3-NOSETDATA : No SET data passed to MIB API subsystem.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SNMP Agent MIB subsystem for this MIB did not pass any data to the MIB API subsystem for the proper assignment of values to the internal data structures of the object. Processing of the SET operation cannot continue.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SIP-6-LONG\_DUR\_CALL\_DETECTED : Long Duration Call is detected [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The call is active for configured duration of long call  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SIP-3-DIALPEERBWCAC : Calling number [chars], called number [chars], dial-peer [dec], used bandwidth [dec], available bandwidth [dec], requested bandwidth [dec], call state [chars]**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | Bandwidth CAC has rejected the call/media renegotiation due to configured dial-peer bandwidth threshold being exceeded |
|--------------------|--|

---

**%SIP-3-DIALPEERBWCAC : Calling number [chars], called number [chars], dial-peer [dec], used bandwidth [dec], available bandwidth [dec], requested bandwidth [dec], call state [chars]**

|                           |   |
|---------------------------|---|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|---|

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**%SIP-3-INTBWCAC : Calling number [chars], called number [chars], dial-peer [dec], interface [chars], used bandwidth [dec], available bandwidth [dec], requested bandwidth [dec], call state [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Bandwidth CAC has rejected the call/media renegotiation due to configured interface bandwidth threshold being exceeded.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SIP-3-PTIME : Unsupported Ptime value [dec], using minimum Ptime value of [dec] on CallID [dec] Codec=[chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Unsupported Ptime value negotiated  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SIP-3-INTCALLCAC : Call rejected due to CAC based on number of calls on the interface, sent response [dec]**


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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Interface-calls CAC has rejected the call due to configured int-calls threshold being exceeded.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SIP-3-TOTCALLCAC : Call rejected due to CAC based on Total-calls, sent response [dec]**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Total-calls CAC has rejected the call due to configured total-calls threshold being exceeded.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SIP-3-CPUCAC : Call rejected due to CAC based on CPU usage, sent response [dec]**


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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | CPU usage CAC has rejected the call due to configured cpu-avg cpu-5sec threshold being exceeded.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SIP-3-MEMCAC : Call rejected due to CAC based on Memory usage, sent response [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Memory usage CAC has rejected the call due to configured io-mem proc-mem total-mem threshold being exceeded.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SIP-3-MAXCONNCAC : Call rejected due to CAC based on maximum number of connections on dial-peer [dec], sent response [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Maximum number of connections CAC has rejected the call due to configured max-conn threshold being exceeded.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SIP-5-EVENT\_TRACE\_PATH\_ERR : Event Trace Dump PATH [chars] not accesible. Verify credentials, directory path and network connectivity. Correct the Error and reconfigure Dump-file**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Event Trace Dump-file Location not accessible  |
| <b>Recommended Action</b> | Correct the accesibility Error and reconfigure |

**%SIP-2-SILENT\_DISCARD : Silent Discard [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Request received from Untrusted Host.                  |
| <b>Recommended Action</b> | Block the request from untrusted host at network layer |

**%SIP-5-BIND\_LINE\_STATUS : bind line proto status**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Informational message on bind line proto |
| <b>Recommended Action</b> | No action is required.                   |

**SIPPHONE****%SIPPHONE-6-REGISTER : VOICE REGISTER POOL-[dec] has registered. Name:[chars] IP:[chars] DeviceType:Phone-[chars]**

|                           |                          |
|---------------------------|--------------------------|
| <b>Explanation</b>        | SIP phone is registered. |
| <b>Recommended Action</b> | No action is required.   |

**%SIPPHONE-6-UNREGISTER : VOICE REGISTER POOL-[dec] has unregistered. Name:[chars] IP:[chars] DeviceType:Phone-[chars]**

|                           |                            |
|---------------------------|----------------------------|
| <b>Explanation</b>        | SIP phone is unregistered. |
| <b>Recommended Action</b> | No action is required.     |

**%SIPPHONE-6-AUTOREGISTER80 : AUTO-REGISTER: 80%% of DN range is consumed**

|                           |                               |
|---------------------------|-------------------------------|
| <b>Explanation</b>        | 80%% of capacity is consumed. |
| <b>Recommended Action</b> | No action is required.        |

**%SIPPHONE-6-AUTOREGISTER100 : AUTO-REGISTER: 100%% of DN range is consumed**

|                           |                                |
|---------------------------|--------------------------------|
| <b>Explanation</b>        | 100%% of capacity is consumed. |
| <b>Recommended Action</b> | No action is required.         |

**SIP\_SUPPSERV****%SIP\_SUPPSERV-6-TRANSFER : Transfer from pool([dec]) to [chars] is not allowed**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Transfer from the SIP Phone to this specific destination is not allowed |
| <b>Recommended Action</b> | No action is required.  |

---

**%SIP\_SUPPSERV-6-TRANSFER\_BLOCKED : All external transfers from pool([dec]) are blocked**

---

**Explanation** Transfer from the SIP Phone to any external destination is not allowed**Recommended Action** No action is required.

---

---

**%SIP\_SUPPSERV-6-TRANSFER\_LEN\_EXCD : Transfer number exceeds configured number length. Transfer blocked for pool ([dec])**

---

**Explanation** Transfer from the SIP Phone is blocked as the transfer digits entered exceeds the dialplan limit for transfers**Recommended Action** No action is required.

---

---

**%SIP\_SUPPSERV-6-CONFERENCE : Conference from pool ([dec]) to [chars] is not allowed**

---

**Explanation** Conference from the SIP Phone to this specific destination is not allowed**Recommended Action** No action is required.

---

---

**%SIP\_SUPPSERV-6-CONFERENCE\_BLOCKED : All external conferences from pool([dec]) are blocked**

---

**Explanation** Conference from the SIP Phone to any external destination is not allowed**Recommended Action** No action is required.

---

---

**%SIP\_SUPPSERV-6-CONFERENCE\_LEN\_EXCD : Conference number exceeds configured number length. Conference blocked for pool ([dec])**

---

**Explanation** Conference from the SIP Phone is blocked as the conference digits entered exceeds the dialplan limit for conferences**Recommended Action** No action is required.

---

**SISF**

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**%SISF-3-INTERNAL : Internal error, [chars]**

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**Explanation** An internal software error occurred.

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**%SISF-3-INTERNAL : Internal error, [chars]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SISF-6-ENTRY\_CREATED : Entry created [chars]**

**Explanation** An entry was created in the binding table

**Recommended Action** This is an informationnal message

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**%SISF-6-ENTRY\_DELETED : Entry deleted [chars]**

**Explanation** An entry was created in the binding table

**Recommended Action** This is an informationnal message

---



---

**%SISF-6-ENTRY\_CHANGED : Entry changed [chars]**

**Explanation** An entry was changed in the binding table

**Recommended Action** This is an informationnal message

---



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**%SISF-6-ENTRY\_MAX\_ORANGE : Reaching 80%% of max adr allowed per [chars]**

**Explanation** Reached 80% of maximum # addresses for the target

**Recommended Action** A client is approaching red zone and might soon be blocked. The maximum value configured may be too low and you should consider increasing it. Or some of this client addresses are stale and you could clear them

---



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**%SISF-4-ENTRY\_BLOCKED : Entry blocked [chars]**

**Explanation** An attempt to install an entry in the IPv6 binding table was blocked. This can be due to a conflicting entry or maximum number of entries reached

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**%SISF-4-ENTRY\_BLOCKED : Entry blocked [chars]**

---

**Recommended Action** If the maximum table size is reached, consider increasing it. If a conflicting entry already exist, this maybe an attempt to steal address ownership. You should investigate which host is connected on the interface and wether it should be disconnected

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**%SISF-4-IP\_THEFT : IP Theft [chars]**

---

**Explanation** A duplicate IP address has been detected (IP theft) and blocked This can be due to a configuration error on end-device, an intentional IP theft or an IP movind too quickly

**Recommended Action** If the existing entry is REACHABLE in the binding table, and it moved to a new port consider reducing the REACHABLE timer otherwise it is either an attack or a configuration issue that must be resolved

---



---

**%SISF-4-MAC\_THEFT : MAC Theft [chars]**

---

**Explanation** A duplicate MAC address has been detected (MAC theft) and blocked This can be due to a configuration error on end-device, an intentional MAC theft or MAC moving too quickly

**Recommended Action** If the existing entry is REACHABLE in the binding table, and it moved to a new port consider reducing the REACHABLE timer otherwise it is either an attack or a configuration issue that must be resolved

---



---

**%SISF-4-MAC\_AND\_IP\_THEFT : MAC\_AND\_IP Theft [chars]**

---

**Explanation** A duplicate MAC and IP address has been detected (MAC\_AND\_IP theft) and blocked This can be due to a configuration error on end-device, an intentional MAC\_AND\_IP theft or MAC moving too quickly

**Recommended Action** If the existing entry is REACHABLE in the binding table, and it moved to a new port consider reducing the REACHABLE timer otherwise it is either an attack or a configuration issue that must be resolved

---



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**%SISF-4-PAK\_DROP : Message dropped [chars]**

---

**Explanation** A message was dropped because one of the IPv6 first-hop security features said so

**Recommended Action** Look at the reason. It can either be a valid drop and the could go up to disconnect the host attached to the interface, or the policy configured on this interface is too severd and should be amended

---

**%SISF-4-DATA\_GLEAN\_NOTIF\_RECEIVED : No binding for [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A data packet notification has been received because a snooping policy with the data glean option is configured and the Source address of the packet is not currently in the Binding Table.   |
| <b>Recommended Action</b> | There are valid scenarios where the binding could not be learned (e.g. control packet was lost) or the binding is lost (e.g. switch reboot). Conversely, it could also be the case that an unauthorized Source Address is trying to generate traffic, in which case this should be investigated further to determine if the host on this particular interface needs to be disconnected. |

**%SISF-4-RESOLUTION\_VETO : Resolution vetoed [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | IPv6 Neighbor Discovery (ND) was about to resolve a target destination. SISF Destguard has vetoed this because the target is known not to be on-link.   |
| <b>Recommended Action</b> | A low rate of vetoed resolutions is not serious. If there is a high rate of vetos this might suggest that the link is under attack. Investigate the source of the packets driving these resolution requests |

**SISF\_ISSU****%SISF\_ISSU-2-INIT : Sif ISSU client initialization failed to [chars]. Error: [dec] ([chars])**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The Sif ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SISF\_ISSU-3-TRANSFORM\_FAIL : Sif ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | The Sif ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Sif state between the active device and the standby device is not identical. |
|--------------------|---|

---

**%SISF\_ISSU-3-TRANSFORM\_FAIL : Sifs ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])**


---

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( show issu session <client\_id> and show issu negotiated version <session\_id>)

---



---

**%SISF\_ISSU-3-MSG\_NOT\_OK : Sifs ISSU client 'Message Type [dec]' is not compatible**


---

**Explanation** The Sifs ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( show issu message group <client\_id> and show issu session <client\_id> and show issu negotiated version <session\_id>)

---



---

**%SISF\_ISSU-3-MSG\_SIZE : Sifs ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])**


---

**Explanation** The Sifs ISSU client failed to calculate the MTU for the specified message. The Sifs ISSU client is not able to send the message to the standby device.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( show issu message group <client\_id> and show issu session <client\_id> and show issu negotiated version <session\_id>)

---



---

**%SISF\_ISSU-3-INVALID\_SESSION : Sifs ISSU client does not have a valid registered session.**


---

**Explanation** The Sifs ISSU client does not have a valid registered session.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( show issu capability entries <client\_id> and show issu session <client\_id> and show issu negotiated capability <session\_id>)

---



---

**%SISF\_ISSU-2-SESSION\_REGISTRY : Sifs ISSU client failed to register session information. Error: [dec] ([chars])**


---

**Explanation** The Sifs ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( show issu capability entries <client\_id> and show issu session <client\_id> and show issu negotiated capability <session\_id>)

---



---

**%SISF\_ISSU-3-SESSION\_UNREGISTRY : Sifs ISSU client failed to unregister session information. Error: [dec] ([chars])**


---

**Explanation** The Sifs ISSU client failed to unregister session information.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION( show issu session <client\_id> and show issu negotiated capability <session\_id>)

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---

**%SISF\_ISSU-2-SESSION\_NEGO : Sifs ISSU client encountered unexpected client nego\_done. Error: [dec] ([chars])**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An ISSU-compliant client transitions through a series of internal states. The Sifs ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id> and show issu negotiated capability <session_id>)   |

---



---

**%SISF\_ISSU-2-SEND\_NEGO\_FAILED : Sifs ISSU client failed to send negotiation message. Error: [dec] ([chars])**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The Sifs ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show logging and show checkpoint client)  |

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**%SISF\_ISSU-2-GET\_BUFFER : Sifs ISSU client failed to get buffer for message. Error: [dec] ([chars])**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The Sifs ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show logging and show checkpoint client)  |

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**%SISF\_ISSU-3-CAP\_NOT\_COMPATIBLE : Sifs ISSU client capability exchange result incompatible.**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Sifs ISSU client capability exchange have negotiated as incompatible with the peer. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu negotiated capability <Session_ID>)                    |

---



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**%SISF\_ISSU-3-CAP\_INVALID\_SIZE : SISF ISSU client capability list is empty.**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SISF ISSU client capability exchange list size is invalid.   |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entires <Client_ID>) |

---

**SISF\_TRACKING\_HA**


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**%SISF\_TRACKING\_HA-4-ENTRY\_OUT\_OF\_SYNC : Host mac-address [enet] ip-address [IP\_address] interface [chars]**

---

**Explanation** An inconsistency has been detected in the IP device tracking table for this host between active and standby

**Recommended Action** No action is required.

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**SKINNYMAIN**


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**%SKINNYMAIN-4-KEYPADFAST : Keypad messages from the phone [dec] are too fast**

---

**Explanation** The inter digit interval is too short. Each digit may not be processed properly

**Recommended Action** Please configure keypad-normalize for the phone

---



---

**%SKINNYMAIN-4-KEYPADFAST : Keypad messages from the phone [dec] are too fast**

---

**Explanation** The inter digit interval is too short. Each digit may not be processed properly

**Recommended Action** Please configure keypad-normalize for the phone

---

**SKINNYSECURESERVICE**


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**%SKINNYSECURESERVICE-3-NOINIT : Can't initialize Secure Skinny server**

---

**Explanation** Internal problems with initializing ports for the Secure Skinny server

**Recommended Action** Make sure the Skinny secure server port is available on the local machine.

---



---

**%SKINNYSECURESERVICE-3-NOMEM : Can't initialize memory for Secure Skinny server**

---

**Explanation** Insufficient Memory for Secure Skinny server

**Recommended Action** Increase amount of available memory

---



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**%SKINNYSECURESERVICE-3-NOSOCKETS : Max Number of Skinny Secure Server sockets exceeded: too many IP phones**

---

**Explanation** There are too many skinny Secure server clients requesting service

**%SKINNYSECURESERVICE-3-NOSOCKETS : Max Number of Skinny Secure Server sockets exceeded: too many IP phones**

**Recommended Action**      Reduce number of Secure IP phones requesting service

**%SKINNYSECURESERVICE-3-NOPROC : Could not start Skinny Secure Server**

**Explanation**            Internal Problem in process creation

**Recommended Action**      None

**%SKINNYSECURESERVICE-6-TLS\_EVAL\_LIMIT : The TLS signaling tunnels usage exceeds the license limit.**

**Explanation**            The TLS signal tunnels usage exceeds the license limit.

**Recommended Action**      Please install the Permanent license

**%SKINNYSECURESERVICE-6-TLS\_EVAL\_FREE\_ERROR : Error encountered on release TLS signaling tunnels.**

**Explanation**            Error encountered on release TLS signaling tunnels.

**Recommended Action**      Please install the Permanent license

**SKINNYSERVER****%SKINNYSERVER-3-NOINIT : Can't initialize Skinny server**

**Explanation**            Internal problems with initializing ports for the Skinny server

**Recommended Action**      Make sure the Skinny server port is available on the local machine.

**%SKINNYSERVER-3-NOMEM : Can't initialize memory for Skinny server**

**Explanation**            Insufficient Memory for Skinny server

**Recommended Action**      Increase amount of available memory

---

**%SKINNYSERVER-3-NOSOCKETS : Max Number of Skinny Server sockets exceeded: too many IP phones**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | There are too many skinny server clients requesting service |
| <b>Recommended Action</b> | Reduce number of IP phones requesting service               |

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## SLA through SNMP\_MGR

- [SLA](#)
- [SLIP](#)
- [SM](#)
- [SMAN](#)
- [SMANRP](#)
- [SMF](#)
- [SMRP](#)
- [SNAPSHOT](#)
- [SNMP](#)
- [SNMP\\_MGR](#)

### SLA

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**%SLA-3-SLATHRESHOLD : IP SLAs([int]): Threshold for [chars]; [chars]; [dec]**


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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This informational message logs threshold violations in the Service Assurance Agent probes. This messages appears when the <b>ip sla logging trap</b> command is entered |
| <b>Recommended Action</b> | If this message is not necessary, enter the <b>no ip sla logging trap</b> command to disable logging. Otherwise, no action is required                                   |

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**%SLA-3-SLAAVAILABLEITY : IP SLAs([int]): State change for [chars];[chars];FLR - [dec]**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This informational message logs availability transitions in the Service Assurance Agent probes. This messages appears when the <b>ip sla logging trap</b> command is entered |
| <b>Recommended Action</b> | If this message is not necessary, enter the <b>no ip sla logging trap</b> command to disable logging. Otherwise, no action is required                                       |

---

**SLIP****%SLIP-2-BADSTATE : Impossible input state [hex]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SLIP-2-BADQUOTE : Impossible quoted character [hex]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

**SM****%SM-2-INITIALIZATION\_FAILED :**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Initialization of session manager process failed.   |
| <b>Recommended Action</b> | Review SM logs taking note of the timestamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log. |

**SMAN****%SMAN-3-PTL\_RENDERER\_FAILURE : Rendering error with [chars],[chars]. Transform is missing or invalid for data.**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Shell Manager process attempted to render a command response but the transformation failed due to an internal error. The failure may have been caused by a missing transform file or an included file cannot be found. The transformation may also fail if the data returned in the response is binary and has not been processed correctly. In this case, the rendering engine is unable to interpret the data resulting in a failure. The transformation may also fail if there is a mismatch of packages installed on the system. In this case, incompatible messages are exchanged between the Shell Manager and the daemon servicing the command request and incorrect data is passed to the rendering engine. |
| <b>Recommended Action</b> | This error indicates a configuration issue resulting from bad or mismatched packages. Review the Shell Manager trace files and log files. Uninstall, then reinstall, any new packages.  |

**%SMAN-2-TDL\_MESSAGE : Cannot construct an IPC message for library. The message name is [chars] and the reason is: [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A problem occurred while constructing a type definition language (TDL) message or setting a field in a TDL message. If the problem occurred during construction of a TDL message, the system is out of memory. If the problem occurred while setting a field in the TDL message, there is a library mismatch issue. |
| <b>Recommended Action</b> | Check [uipeer] ERR entries in the log files for message reporting problems.   |

**%SMAN-2-NO\_MEMORY : Cannot allocate memory for an internal data structure**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An out-of-memory condition occurred when attempting to create an internal data structure. The daemon encountering the problem will exit, after which the process manager will restart. |
| <b>Recommended Action</b> | Check the log files for the associated daemon. Monitor processes for excessive memory consumption.   |

**%SMAN-3-INVALID\_EPOCH\_FILE : An upgrade or installation has produced an invalid messaging configuration file [chars], [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | During an upgrade or installation of a new package, an invalid messaging configuration file was produced. The file is either empty or has invalid permissions and cannot be read. |
| <b>Recommended Action</b> | Repeat the installation or upgrade. If the problem persists, revert to a previous known good package.   |

**%SMAN-3-HOSTINFO\_READ\_FAILURE : Error reading host info ([chars]): [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | During process startup and when changes occur, the Shell Manager reads host-related information, such as the hostname. This error occurs if there is a failure reading information. |
| <b>Recommended Action</b> | Check the Shell Manager trace file for related details.   |

**%SMAN-3-HOSTINFO\_MONITOR\_FAILURE : Error initializing host info monitoring: [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | During initialization, the Shell Manager monitors changes to host-related information, such as the hostname. This error occurs if initialization fails. |
| <b>Recommended Action</b> | Check the Shell Manager trace file for related details.   |

**%SMAN-3-NO\_CD\_L\_FILE : Could not access command definition file [chars]: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | During initialization, the Shell Manager loads a XML CDL file to load all the CLI structure. This file is for some reason not found. |
| <b>Recommended Action</b> | Check the Shell Manager trace file for related details.  |

**%SMAN-3-CRDU\_PATCH\_REPLY\_TIMEOUT : Failed to receive patch response from peer process [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | During patch operation the Shell Manager broadcasts a request to all affected processes (peers). If a peer does not respond in time then the patch process cannot be completed correctly              |
| <b>Recommended Action</b> | Check that the process(es) that failed to respond are still active and check their trace files for any potential errors that could prevent them from responding to a patch request in a timely manner |

**SMANRP****%SMANRP-3-MSGDISPATCHNULL : Received NULL TDL message**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | An unexpected condition in which IOS has received a NULL TDL message from Shell Manager. |
|--------------------|--|

---

**%SMANRP-3-MSGDISPATCHNULL : Received NULL TDL message**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-MSGDISPATCH : Unable to dispatch received TDL message '[chars]' from Shell Manager. LUID: [chars]**

**Explanation** An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages from Shell Manager.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-MSGMISSINGFIELD : Missing field '[chars]' in TDL message '[chars]' received from the Shell Manager**

**Explanation** A message missing a required field was received from the Shell Manager

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-MSGINVALIDFIELDINT : Invalid field '[chars]' in TDL message '[chars]' received: value '[int]' from the Shell Manager**

**Explanation** A message with an invalid field value was received from the Shell Manager

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**%SMANRP-3-MSGINVALIDFIELDINT : Invalid field '[chars]' in TDL message '[chars]' received: value '[int]' from the Shell Manager**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-MSGINVALIDFIELDSTR : Invalid field '[chars]' value '[chars]' in TDL message '[chars]' received from the Shell Manager**

**Explanation** A message with an invalid field value was received from the Shell Manager

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-MSGERROR : Error [dec] handling a received TDL message '[chars]' from the Shell Manager: [chars]**

**Explanation** An unexpected condition has occurred while IOS is processing a TDL message received from the Shell Manager

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-MSGBUILDERROR : Error [dec] building TDL message '[chars]' to send to the Shell Manager: [chars]**

**Explanation** An unexpected condition has occurred while IOS is building a TDL message to send to the Shell Manager

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**%SMANRP-3-MSGBUILDERROR : Error [dec] building TDL message '[chars]' to send to the Shell Manager: [chars]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-MSGMARSHALERROR : Error '[dec]' marshaling TDL message '[chars]' to send to the Shell Manager**

**Explanation** An unexpected condition has occurred while IOS is marshaling TDL message to send to the Shell Manager

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-MSGENQUEUEERROR : Error queueing TDL message '[chars]' to send to the Shell Manager**

**Explanation** An unexpected condition has occurred when IOS attempted to queue a TDL message to send to the Shell Manager

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-BADREPLYJOBID : Incorrect command reply job id [int] (origin [chars]), expecting [int]**

**Explanation** A command reply message from the Shell Manager referenced the wrong originating job id

**%SMANRP-3-BADREPLYJOBID : Incorrect command reply job id [int] (origin [chars]), expecting [int]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**%SMANRP-3-CMDTOOLONG : Interactive command too long**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Instructions for command execution would result in creation of a command string that is beyond the maximum size.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SMANRP-3-CMDBUILD : Interactive command directive [dec] of [dec] failed**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | In processing a CLI command, one of the instructions returned through the Shell Manager could not be turned into an interactive command for remote execution.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SMANRP-3-CMDCONNECT : Connection to local interactive relay failed: [chars]**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | Connecting to the local relay for an interactive command failed due to the reason indicated in the error message. |
|--------------------|---|

**%SMANRP-3-CMDCONNECT : Connection to local interactive relay failed: [chars]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**%SMANRP-3-CMDSEND : Send interactive command to relay failed: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Sending the interactive command string to the local relay after the connection was established failed by the reason indicated in the error message.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SMANRP-3-MSGBIPCONNERR : Unable to register with the BIPC subsystem for connections to Shell Manager**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | IOS Shell Manager client code could not register with the BIPC communications infrastructure in order to establish a connection with the Shell Manager.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SMANRP-3-MSGBIPCERR : Unable to process received BIPC messages from Shell Manager, error: [chars]**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | An unexpected condition has occurred while IOS trying to process a received BIPC message from Shell Manager. |
|--------------------|--|

**%SMANRP-3-MSGBIPCERR : Unable to process received BIPC messages from Shell Manager, error: [chars]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**%SMANRP-3-MSGBIPCBUFFER : Unable to acquire a BIPC buffer for sending messages.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A message was to be sent by IOS, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation failed.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SMANRP-3-INVALIDCONNHANDLE : Invalid connection handle [int] referenced during command execution.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The execution of a CLI command, which must communicate with Shell Manager for command execution, has referenced a connection handle that is invalid. The CLI command execution will have failed.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SMANRP-3-SMAN\_INIT\_WQ\_FAIL : Shell Manager client connection handler initialization failed: Unable to create [int] of [int] receiving queues.**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | The Shell Manager client has failed to create all of its receiving queues. Ability to execute some CLI commands will be severely restricted or non-existent. |
|--------------------|--|

---

**%SMANRP-3-SMAN\_INIT\_WO\_FAIL : Shell Manager client connection handler initialization failed: Unable to create [int] of [int] receiving queues.**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-SMAN\_INIT\_CONN\_FAIL : Shell Manager client connection pool initialization failed: Unable to request creation of [int] of [int] connections.**

**Explanation** The Shell Manager client has failed to create all of its connections to Shell Manager. Ability to execute some CLI commands will be severely restricted or non-existent.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-SMAN\_HANDLER\_QUEUE\_NOTEMPTY : Dynamic command handler exited foreground process with non-empty queue**

**Explanation** The dynamic command handler which dispatches commands to the shell manager, has exited without proper cleanup.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

---



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**%SMANRP-3-SMAN\_INIT\_DC\_TDL\_FAIL : Shell Manager client initialization failed: Unable to initialize messaging: [chars]**

**Explanation** The Shell Manager client has failed to initialize the infrastructure for messaging with the Shell Manager. Ability to execute some CLI commands will be severely restricted or non-existent.

---

**%SMANRP-3-SMAN\_INIT\_DC\_TDL\_FAIL : Shell Manager client initialization failed: Unable to initialize messaging: [chars]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SMANRP-3-SET\_ACCESS\_FAIL : Installing LIIN interface access control failed**

**Explanation** This error happens when the Shell Manager shim failed to set the access control function for the LIIN, possibly due to IOS out of memory or corruption. Interactive commands will not work.

**Recommended Action** LOG\_STD\_ACTION

---



---

**%SMANRP-6-SMSTATUS : Shell Manager is [chars]**

**Explanation** The current status of Shell Manager.

**Recommended Action** No action is required.

---

**SMF**


---

**%SMF-4-INVALID\_ACTION : failed to create SMF entry for [enet] on [chars] with result [hex]**

**Explanation** An internal software error occurred.

**Recommended Action** LOG\_STD\_ACTION

---

**SMRP**


---

**%SMRP-6-PORTUP : [chars]: SMRP port up - [chars]**

**Explanation** An SMRP port has come up.

**Recommended Action** Notification message only. No action required.

---

---

**%SMRP-5-PORTDOWN : [chars]: SMRP port down - [chars]**

---

**Explanation** An SMRP port is down and is no longer operational.

**Recommended Action** Notification message only. No action required.

---



---

**%SMRP-6-NEIGHBORUP : [chars]: SMRP neighbor up - [chars]**

---

**Explanation** A neighboring SMRP router has appeared.

**Recommended Action** Notification message only. No action required.

---



---

**%SMRP-5-NEIGHBORDOWN : [chars]: SMRP neighbor down - [chars]**

---

**Explanation** A neighboring SMRP router is now down.

**Recommended Action** Notification message only. No action required.

---



---

**%SMRP-3-NOFDDICOMPAT : SMRP port [chars] disabled; pre-fdditalk not supported**

---

**Explanation** SMRP cannot be started on an interface that is running pre-FDDITalk.

**Recommended Action** Use FDDITalk on the FDDI ring if possible.

---



---

**%SMRP-2-ASSERTFAILED : SMRP assertion failed: [chars]**

---

**Explanation** The software detected an inconsistency. This is considered a serious error. The router attempts to continue, but SMRP processing may be impaired.

**Recommended Action** Copy the error message exactly as it appears, noting any SMRP problems that you are experiencing, and report it to your technical support representative.

---



---

**%SMRP-7-DEBUGMSG : SMRP Debug: [chars]**

---

**Explanation** This message is generated by some debug commands to provide additional information about conditions in SMRP.

**Recommended Action** If you are experiencing problems in SMRP, these messages should be provided, along with any other information, in a report to your technical support representative.

---

**SNAPSHOT****%SNAPSHOT-2-BADSTATE : Bad state for Snapshot block [chars][[dec]], location [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An internal software error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SNAPSHOT-2-TOOMANYDIALERS : Exceeded maximum dialer interfaces to watch. Ignoring [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Snapshot is being used over more than 100 DDR interfaces. |
| <b>Recommended Action</b> | Do not use snapshot over more than 100 DDR interfaces.    |

**SNMP****%SNMP-3-TRAPINTR : Attempt to generate SNMP trap from interrupt level**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | During the processing of an interrupt, the code attempted to generate an SNMP trap. This is not allowed. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.    |

**%SNMP-3-TRAPBLOCK : Attempt to generate SNMP trap from a process with blocking disabled**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | During processing, a process with blocking disabled attempted to generate an SNMP trap which would block. This is not allowed. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.                          |

**%SNMP-4-TRAPDROP : [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An attempt was made to generate an SNMP trap, but the trap could not be sent because of the reason given in this message. Most likely, this message means that the SNMP traps process is not running.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. Use the <b>show process</b> command to determine whether the SNMP traps process is running. If it is not running, reload the system. If, after reloading, the SNMP traps process is still not running, there may not be enough memory for it to run. |

---

**%SNMP-3-BADVALUE : Maximum number of index supported is 20**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An SNMP trap contains some number of MIB objects, and the size of the instance identifier for these objects is restricted. This message indicates that an attempt was made to generate an SNMP trap containing a MIB object whose size exceeded this limit. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.   |

---



---

**%SNMP-3-BADOID : Attempt to generate an invalid object identifier**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A valid object identifier must contain at least two subidentifiers. An attempt was made to generate an object identifier whose size was less than two. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.  |

---



---

**%SNMP-3-CPUHOG : Processing [chars] of [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | SNMP took too much time processing a request.  |
| <b>Recommended Action</b> | If feasible, use the <b>debug snmp packet</b> command to determine the contents of the SNMP request that is causing the message. Copy the error message exactly as it appears, and report it along with any debug output to your technical support representative. |

---



---

**%SNMP-4-HIGHCPU : Process exceeds [dec]ms threshold ([dec]ms IOS quantum) for [chars] of [chars]--result [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | SNMP took more than the warning threshold processing a var-binding.  |
| <b>Recommended Action</b> | If feasible, use the <b>debug snmp packet</b> command to determine the contents of the SNMP request that is causing the message. Copy the error message exactly as it appears, and report it along with any debug output to your technical support representative. Some MIB objects require a relatively large amount of time to process. MIB objects in the multi-variable-binding are processed one by one. If possible, MIB objects appearing in this message should NOT be retrieved using multi-variable-binding SNMP PDUs. |

---



---

**%SNMP-3-SYNCFAIL : SNMP MIB Sync Failure: [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | One of the SNMP MIB Sync to standby failed.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

---

**%SNMP-3-DYNSYNCFAIL : Snmp Dynamic Sync Failed for [chars] = [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | One of the SNMP MIB Dynamic Sync(sync of Snmp SET) to standby failed.                                 |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SNMP-4-NOFLASH : Reading snmpEngineBoots from flash failed**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An attempt to read the snmpEngineBoots file from flash failed. Most likely, this means that the flash card does not exist on the router. This message should appear only when the router is reloaded.   |
| <b>Recommended Action</b> | Check if installing a flash card makes the message go away. If a flash card exists already, it may be full. Try erasing flash and reloading the router. If after these steps, the problem persists, copy the error message exactly as it appears, and report it to your technical support representative. |

**%SNMP-4-NOENGINEID : Remote snmpEngineID for [IP\_address] not found when creating user: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An attempt to create a user failed. This is likely because the engine ID of the remote agent (or SNMP manager) was not configured.   |
| <b>Recommended Action</b> | Configure the remote snmpEngineID and reconfigure the user. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative. |

**%SNMP-4-NOENGINEIDV6 : Remote snmpEngineID for [IPV6 address] not found when creating user: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An attempt to create a user failed. This is likely because the engine ID of the remote agent (or SNMP manager) was not configured.   |
| <b>Recommended Action</b> | Configure the remote snmpEngineID and reconfigure the user. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative. |

**%SNMP-5-COLDSTART : SNMP agent on host [chars] is undergoing a cold start**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The snmp server underwent a coldstart.         |
| <b>Recommended Action</b> | Notification message only. No action required. |

**%SNMP-5-WARMSTART : SNMP agent on host [chars] is undergoing a warm start**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | The snmp server underwent a warmstart. |
|--------------------|--|

---

**%SNMP-5-WARMSTART : SNMP agent on host [chars] is undergoing a warm start**

---

**Recommended Action** Notification message only. No action required.

---



---

**%SNMP-3-AUTHFAIL : Authentication failure for SNMP req from host [IP\_address]**

---

**Explanation** An SNMP request was sent to this host which was not properly authenticated.

**Recommended Action** Make sure that the community/user name used in the SNMP req has been configured on the router.

---



---

**%SNMP-5-LINK\_DOWN : LinkDown:Interface [chars] changed state to down**

---

**Explanation** The state of the Interface is changed to down.

**Recommended Action**

---



---

**%SNMP-5-LINK\_UP : LinkUp:Interface [chars] changed state to up**

---

**Explanation** The state of the Interface is changed to up.

**Recommended Action**

---



---

**%SNMP-6-VIEWNAMELENGTH : Invalid view name length; truncated.**

---

**Explanation** SNMP agent generated view length greater than that allowed by definition so the view name was truncated to fit the defined maximum view name length.

**Recommended Action** Make sure your trap group and view names are setup appropriately. You can override with 'snmp-server group' command. Notify Cisco that this needs to be fixed.

---



---

**%SNMP-3-AUTHFAILIPV6 : Authentication failure for SNMP request from host [IPV6 address]**

---

**Explanation** An SNMP request was sent by this host which was not properly authenticated.

**Recommended Action** Make sure that the community/user name used in the SNMP req has been configured on the router.

---

**%SNMP-5-MODULETRAP : Module [dec] [[chars]] Trap**

**Explanation** This message shows the SNMP agent sends out the Module Up/Down Traps to the engine ID of the remote agent (or SNMP manager) because the corresponding module is up/down.

**Recommended Action**

**%SNMP-5-CHASSISALARM : Chassis Alarm Trap: tmpAlarm([chars]), minorAlarm([chars]), and/or majorAlarm([chars])**

**Explanation** This message shows the SNMP agent sends out the Chassis Alarm On/Off Traps to the engine ID of the remote agent (or SNMP manager) because the corresponding chassis alarm is on/off.

**Recommended Action**

**%SNMP-3-BADIFINDEXTABLE : The file nvram:ifIndex-table is corrupt.**

**Explanation** The file is not in the expected format.

**Recommended Action** If possible, please delete the file.

**%SNMP-3-IFINDEXTABLEFILEINTWOFORMATS : ifIndex-table is present in two formats.**

**Explanation** Both nvram:ifIndex-table and nvram:ifIndex-table.gz are present.

**Recommended Action** No action is necessary.

**%SNMP-3-IFINDEXTABLE\_DECOMPRESSFAILED : The file nvram:ifIndex-table.gz could not be decompressed.**

**Explanation** There is either insufficient memory to compress it or the nvram space is insufficient or some other reason.

**Recommended Action** If possible, please delete the file.

**%SNMP-3-TOOMANYIFINDICES : Some ifindices might not be persisted.**

**Explanation** There are too many ifindices and the system is unable to persist all of them.

**Recommended Action** Most likely, this is a system limitation and there is no workaround.

---

**%SNMP-3-FILEOPENFAILED : Could not open [chars].**

---

**Explanation** The ifIndex-table is not accesible, and hence the facility for ifindex persistence may not be available.

**Recommended Action** Please debug using the debug ifs file command.

---

---

**%SNMP-3-FILESTATFAILED : Could not get information for file [chars].**

---

**Explanation** The ifIndex-table is not accesible, and hence the facility for ifindex persistence may not be available.

**Recommended Action** Please debug using the debug ifs file command.

---

---

**%SNMP-3-INCORRECT\_SIZE\_FOR\_NVRAM : Size should be > 0, but it is [dec].**

---

**Explanation** There is some initialization problem in software.

**Recommended Action** Ideally, you should never see this message. If you do, please report it at the earliest convenience.

---

---

**%SNMP-4-IFINDEXPERS\_INTERNAL\_ERROR : An internal error occurred in ifindex persistence code.**

---

**Explanation** There is an unexpected internal error in ifindex persistence software.

**Recommended Action**

---

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**%SNMP-3-ISSU\_ERR : [chars]**

---

**Explanation** Error happens when doing ISSU Versioning Operation

**Recommended Action** Report this message to technical support

---

---

**%SNMP-3-DUPLICATE\_IFINDEX : [chars] has [dec] duplicate ifIndices.**

---

**Explanation** ifIndex-table file is corrupt. Ignoring duplicate entries.

**Recommended Action** If ifIndex-table is not needed, please delete the file from nvram.

---

**%SNMP-3-NON\_POSITIVE\_IFINDEX : [chars] has [dec] non-positive ifIndices.**

**Explanation** ifIndex-table file has some invalid entries that have non-positive ifIndex values. Ignoring invalid entries.

**Recommended Action** If ifIndex-table is not needed, please delete the file from nvram.

**%SNMP-3-INPUT\_QFULL\_ERR : Packet dropped due to input queue full**

**Explanation** Snmp packet dropped due to input queue full error

**Recommended Action** The condition is usually caused by a large delay collecting data for a specific OID, which will backup the SNMP queue with subsequent requests. You may see an accompanying SNMP-CPUHOG message that displays which OID is taking too long. If the SNMP-CPUHOG error consistently points to the same OID, then the user should search for a matching Cisco CDETS ID which improves performance of that OID. Blocking the OID with an snmp view is an optional workaround, but that will impact the ability for management software to get data from the device. In a small percentage of cases, the root cause is overall CPU utilization, which affects all processes, including SNMP. So, reducing CPU load (especially on the control plane CPU) is recommended. This is more likely the root cause if the SNMP-CPUHOG errors point to a variety of OIDs.

**%SNMP-3-INTERRUPT\_CALL\_ERR : [chars] function, cannot be called from interrupt handler**

**Explanation** This message indicates that a call has been made to the function from an interrupt handler. This is not permitted because it will fail and device will reboot down the stack in malloc call.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**%SNMP-3-DVR\_DUP\_REGN\_ERR : Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]**

**Explanation** Driver is attempting to register an idb with the interface manager while there is already an interface with the same ifIndex and ifDescr BUT different idb registered. This would lead into the problem that interface counters shown by snmp would not work properly for this particular interface.

**Recommended Action** Fix the duplicate registration in driver level.

---

**%SNMP-3-DVR\_DUP\_REGN\_WARNING : Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]**


---

**Explanation** Driver is attempting to register the same idb with the interface manager while it's already registered. This is just a warning message and handled by snmp.

**Recommended Action** Fix the duplicate registration in driver level.

---



---

**%SNMP-3-MAX\_TRAPS\_EXCEED\_ERR : Maximum number of traps exceeded the maximum allowed in the current sync-message to STANDBY**


---

**Explanation** This message indicates the number of SNMP traps defined exceeded the maximum we can accommodate in a checkpoint sync-message. You, the developer need to increase SNMP\_SYNC\_BITMASK\_MAX to a higher value. Please check smci\_rf\_status\_event() for further details.

**Recommended Action** Developers will never see this error message.

---



---

**%SNMP-5-MODULERESET : [chars] object has been set to 'reset' for [chars]=[dec] from IP address [chars].**


---

**Explanation** The SNMP server has reset a module.

**Recommended Action** Notification message only. No action required.

---



---

**%SNMP-3-RESPONSE\_DELAYED : processing [chars] of [chars] ([dec] msec)**


---

**Explanation** SNMP OID that is not responding within the threshold time specified

**Recommended Action** Get the OID causing the error and block using snmp views Contact mib owners to solve the issue further

---

## SNMP\_MGR

---

**%SNMP\_MGR-4-NOTENABLED : SNMP Manager not enabled (requested by [chars])**


---

**Explanation** An IOS application is attempting to make use of the SNMP manager's services. However the SNMP manager functionality has not been enabled.

**Recommended Action** If you wish to enable the SNMP manager services you may do so via the 'snmp-server manager' config command. Otherwise the IOS application that is requesting these services is given in the message. Disable or reconfigure this application such that it no longer tries to make SNMP manager requests.

---

**%SNMP\_MGR-3-NOPROC : Failed to create SNMP Manager process**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP manager process was unable to initialize. This is most likely due to a lack of memory.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. Use the show memory command to examine the amount of available memory. If free memory is low, you may need to reconfigure and/or reload the system. |

**%SNMP\_MGR-3-RESPDROP : Insufficient memory to handle response to request id [int]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An SNMP response PDU was received but there was not enough memory available in order to cache the response and return it to the original requesting IOS application.  |
| <b>Recommended Action</b> | If this was only a transient problem, the original SNMP request will likely be resent, another SNMP response will be returned and delivered to the original requesting IOS application. If this message repeats, then you will need to free up some memory in order for the SNMP manager to function. Use show memory to verify whether available memory is low. You may need to reconfigure and/or reload the system in order to free up some memory. Otherwise you can disable the SNMP manager functionality via the no snmp-server manager command. |

**%SNMP\_MGR-3-BADAGETIMER : Unexpected age timer found on session [hex]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An internal timer was found running when it should not have been.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. Disable the SNMP manager via the no snmp-server manager command. Then re-enable it via the snmp-server manager command. This should effectively reset all of the internal structures. |

**%SNMP\_MGR-3-BADUSECOUNT : Corrupted use counter found on session [hex]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A cached SNMP session structure appears to have been corrupted.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. Disable the SNMP manager via the no snmp-server manager command. Then re-enable it via the snmp-server manager command. This should effectively reset all of the internal structures. |

**%SNMP\_MGR-3-BADPDUTYPE : Received unknown PDU type: [int]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP manager was delivered a PDU of an unknown type.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

---

**%SNMP\_MGR-3-BADTRANSPORT : Unknown transport type: [int]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP manager was delivered a PDU from an unknown transport type.                                  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

---



---

**%SNMP\_MGR-3-SESSIONINUSE : Attempt to destroy session [hex] that is still in use**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An attempt was made to remove a cached SNMP session structure, however it appears that the session is still in use, and therefore should not be removed. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.  |

---



---

**%SNMP\_MGR-3-BADOP : Unknown operation code [int]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An SNMP PDU delivered to the SNMP manager contains an unknown operation code.                         |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

---



---

**%SNMP\_MGR-3-MISSINGHOST : Cannot locate information on SNMP informs host: [IP\_address]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A table entry for the mentioned SNMP informs destination cannot be found. As a result, inform notifications will not be sent to this destination.  |
| <b>Recommended Action</b> | Run the 'show snmp host' and 'show snmp' commands. Copy the error message and output from the show commands exactly as they appear, and report it to your technical support representative. Deleting and re-adding the informs destination via the 'snmp-server host' configuration command may clear the condition. Otherwise, reloading the system may be necessary. |

---



---

**%SNMP\_MGR-3-MISSINGHOSTIPV6 : Cannot locate information on SNMP informs host: [IPv6 address]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A table entry for the mentioned SNMP informs destination cannot be found. As a result, inform notifications will not be sent to this destination.  |
| <b>Recommended Action</b> | Run the 'show snmp host' and 'show snmp' commands. Copy the error message and output from the show commands exactly as they appear, and report it to your technical support representative. Deleting and re-adding the informs destination via the 'snmp-server host' configuration command may clear the condition. Otherwise, reloading the system may be necessary. |

---

**%SNMP\_MGR-3-BADINFORMTRANSPORT : Unknown inform transport type: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This SNMP inform destination uses an unknown transport type. Inform notifications cannot be sent to this destination.                        |
| <b>Recommended Action</b> | Copy the error message and the output from 'show techsupport' exactly as it appears, and report it to your technical support representative. |

**%SNMP\_MGR-4-EMPTYQUEUE : Input queue is empty**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP Manager process was notified that it needs to process its input queue. But, when the queue was examined, it was found to be empty. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.                                       |

**%SNMP\_MGR-4-BADRESPONSESTATUS : Unknown response status code: [int]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP Manager process received an internal response with an unknown status code.                   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SNMP\_MGR-4-BADAUTHTYPE : Unsupported SNMP authorization type: [int]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An unknown SNMP authorization type was found. This may result in the inability of the SNMP manager functionality to correctly send and/or receive SNMP messages to/from a particular SNMP agent. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.  |

**%SNMP\_MGR-4-NOCANCEL : Unable to cancel a previously sent inform request.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The number of unacknowledged inform requests in-flight has reached the configured maximum limit. In order to make available resources for sending out a new inform request, one of these older inform requests must be cancelled. The algorithm used to choose the most appropriate inform to cancel has failed to choose any. The new inform that was to be sent will be dropped instead. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.  |

# SNMP\_MIB\_ISSU through SPA\_CHOXC\_MCPRP

- [SNMP\\_MIB\\_ISSU](#)
- [SONET](#)
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- [SONETMIB](#)
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- [SPANTREE\\_VLAN\\_SW](#)
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- [SPA\\_CHOXC\\_MCPRP](#)

## SNMP\_MIB\_ISSU

---

### %SNMP\_MIB\_ISSU-2-INIT : SNMP MIB ISSU client initialization failed to [chars]. Error: [dec] ([chars])

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SNMP MIB ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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### %SNMP\_MIB\_ISSU-3-TRANSFORM\_FAIL : SNMP MIB ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP MIB ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the SNMP MIB state between the active device and the standby device is not identical. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id> and show issu negotiated version <session_id>)   |

---

**%SNMP\_MIB\_ISSU-3-MSG\_NOT\_OK : SNMP MIB ISSU client 'Message Type [dec]' is not compatible**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP MIB ISSU client received an incompatible message from the peer device. The message cannot be processed.                            |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu message group <client_id> and show issu session <client_id> and show issu negotiated version <session_id>) |

**%SNMP\_MIB\_ISSU-3-MSG\_SIZE : SNMP MIB ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP MIB ISSU client failed to calculate the MTU for the specified message. The SNMP MIB ISSU client is not able to send the message to the standby device. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu message group <client_id> and show issu session <client_id> and show issu negotiated version <session_id>)                     |

**%SNMP\_MIB\_ISSU-3-INVALID\_SESSION : SNMP MIB ISSU client does not have a valid registered session.**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP MIB ISSU client does not have a valid registered session.  |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>) |

**%SNMP\_MIB\_ISSU-2-SESSION\_REGISTRY : SNMP MIB ISSU client failed to register session information. Error: [dec] ([chars])**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SNMP MIB ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>)                        |

**%SNMP\_MIB\_ISSU-3-SESSION\_UNREGISTRY : SNMP MIB ISSU client failed to unregister session information. Error: [dec] ([chars])**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SNMP MIB ISSU client failed to unregister session information.                                     |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id> and show issu negotiated capability <session_id>) |

---

**%SNMP\_MIB\_ISSU-2-SESSION\_NEGO : SNMP MIB ISSU client encountered unexpected client nego\_done. Error: [dec] ([chars])**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An ISSU-compliant client transitions through a series of internal states. The SNMP MIB ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id> and show issu negotiated capability <session_id>)   |

---



---

**%SNMP\_MIB\_ISSU-2-SEND\_NEGO\_FAILED : SNMP MIB ISSU client failed to send negotiation message. Error: [dec] ([chars])**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SNMP MIB ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show logging and show checkpoint client)  |

---



---

**%SNMP\_MIB\_ISSU-2-GET\_BUFFER : SNMP MIB ISSU client failed to get buffer for message. Error: [dec] ([chars])**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SNMP MIB ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show logging and show checkpoint client)  |

---



---

**%SNMP\_MIB\_ISSU-3-CAP\_NOT\_COMPATIBLE : SNMP MIB ISSU client capability exchange result incompatible.**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SNMP MIB ISSU client capability exchange have negotiated as incompatible with the peer. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu negotiated capability <Session_ID>)                        |

---



---

**%SNMP\_MIB\_ISSU-3-CAP\_INVALID\_SIZE : SNMP MIB ISSU client capability list is empty.**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SNMP MIB ISSU client capability exchange list size is invalid. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entires <Client_ID>)   |

---

## SONET

**%SONET-4-ALARM : [chars]: [chars] [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The specified SONET Alarm has been declared or released. |
| <b>Recommended Action</b> | Recommended action is to repair the source of the alarm. |

**%SONET-4-APSMM : [chars]: APS mode mismatch - [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | There has been a unidirectional/bidirectional mismatch detected by the APS system |
| <b>Recommended Action</b> | It is recommended that the router configuration match the provisioned circuit.    |

**%SONET-3-BDAUTH : [chars]: APS Bad authentication from [IP\_address],**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS software has detected unauthorized message.  |
| <b>Recommended Action</b> | This message could result from improper configuration, unauthorized access, or packet corruption. LOG_STD_ACTION |

**%SONET-3-MISVER : [chars]: APS version mismatch.t WARNING: Loss of Working-Protect link can deselect both protect and working interfaces. [chars] router requirest software upgrade for full protection.**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | APS software has detected that either the working or protect router requires software upgrade. APS operation can continue prior to the upgrade. |
| <b>Recommended Action</b> | Upgrade specified router.   |

**%SONET-6-APSREFL : [chars]: Remote reflection of APS status now [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS software has detected a change in the reflected local APS status |
| <b>Recommended Action</b> | None - normal situation.   |

**%SONET-6-APSMANPRO : Manual APS switchover initiated for [chars]**

|                           |                                    |
|---------------------------|------------------------------------|
| <b>Explanation</b>        | APS manual switchover is initiated |
| <b>Recommended Action</b> | None - normal situation.           |

---

**%SONET-3-APSEVENT : [chars]: APS event type error: event [dec] undefined**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS software has malfunctioned   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SONET-6-APSREMSWI : [chars]: Remote APS status now [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS software has detected a change in the APS status of the remote interface |
| <b>Recommended Action</b> | None - normal situation.   |

---



---

**%SONET-3-APSNCHN : APS Local request [dec] has no corresponding channel number**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS software has malfunctioned.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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---

**%SONET-3-APSN0INTFC : APS No interfaces available for IP connection**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS requires an out-of-band path for inter-router communication. |
| <b>Recommended Action</b> | Configure an out-of-band path for inter-router APS communication |

---



---

**%SONET-3-NOBUFFER : No buffer available for sending APS message**

---

|                    |   |
|--------------------|---|
| <b>Explanation</b> | No data buffer was available for sending APS message. |
|--------------------|---|

---

**%SONET-3-NOBUFFER : No buffer available for sending APS message**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**%SONET-3-NOSOCKET : Unable to open socket**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS system unable to open a socket for communication purposes  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SONET-3-APSCOMM : [chars]: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS errors related to failure of working-protect communication   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SONET-3-APSCOMMEST : [chars]: Link to [chars] channel established - PGP protocol version [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | APS has established connectivity between working and protect routers. |
| <b>Recommended Action</b> | None - information only.  |

**%SONET-3-APSCOMMCHANGE : [chars]: Link to [chars] channel reverts to PGP protocol version [dec]**

**Explanation** APS has reverted to a different version of the PGP protocol between working and protect routers.

**Recommended Action** None - information only.

**%SONET-3-APSCOMMLOST : [chars]: Link to [chars] channel lost**

**Explanation** Connectivity between Working and Protect has been lost. APS operation can continue in degraded mode.

**Recommended Action** Restore connectivity between working and protect routers.

**%SONET-3-ALARMTIMERFAIL : [chars]**

**Explanation** Alarm timer monitor process creation failed

**Recommended Action** Report this occurrence to Engineering. Use Topic to search for a similar DDTS. If you find none, write a DDTS for this problem.

**%SONET-3-APSSYNCSECONDARY : [dec]/[dec]: No hwidb**

**Explanation** New secondary RP unable to find device descriptor block corresponding to slot/unit specified by primary RP.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SONET-3-APSHOLDTIME : [chars]: [chars]**

**Explanation** Messages issued by HA APS when PGP holdtime is adjusted

**Recommended Action** None - information only.

**%SONET-3-DELAYTIMER : [chars]**

**Explanation** Delay timer creation failure

**%SONET-3-DELAYTIMER : [chars]**

**Recommended Action** Report this occurrence to Engineering. Use Topic to search for a similar DDTs. If you find none, write a DDTs for this problem.

**%SONET-3-BADTCA : TCA signal [dec] is invalid**

**Explanation** TCA software has malfunctioned.

**Recommended Action** Report this occurrence to Engineering. Use Topic to search for a similar DDTs. If you find none, write a DDTs for this problem.

**%SONET-3-BADTCATH : TCA threshold [int] is not supported**

**Explanation** The specific TCA threshold is not supported

**Recommended Action** Report this occurrence to Engineering. Use Topic to search for a similar DDTs. If you find none, write a DDTs for this problem.

**SONETIFMIB****%SONETIFMIB-3-OUTOFBOUND : Out of bound values path=[dec]/tug2=[dec]/e1=[dec]**

**Explanation** Invalid values used while determining the ifAlias

**Recommended Action** No action is required.

**%SONETIFMIB-3-NULLPTR : NULL pointer at step = [dec]**

**Explanation** Attempted to initialize ifAlias for VT using a NULL pointer.

**Recommended Action** No action is required.

**SONETMIB****%SONETMIB-1-LOSTUPDATE : Lost raw stats update for if\_index=[dec]**

**Explanation**

**Recommended Action**

---

**%SONETMIB-1-MALLOCNEW : Malloc failed for new interface=[dec]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Unable to allocate enough memory to create SONET MIB structure for new interface. |
| <b>Recommended Action</b> | No action is required.  |

---



---

**%SONETMIB-1-DELETE : could not delete interface, if\_index=[dec]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The specified interface was not successfully dequeued. |
| <b>Recommended Action</b> | No action is required.                                 |

---



---

**%SONETMIB-3-NULLCFGPTR : NULL SONET MIB config pointer, if\_index=[dec]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Attempted to initialize the SONET MIB using a NULL pointer.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

---

**SPAN**

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**%SPAN-3-UNKN\_ERR : An internal error occurred during a SPAN operation.**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | SPAN detected an error in its internal operation.   |
| <b>Recommended Action</b> | The error might be transient, in which case trying the SPAN operation again might be successful. If this fails, the switch might need to be reloaded for the desired operation to complete. |

---



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**%SPAN-3-UNKN\_ERR\_PORT : An internal error occurred when configuring SPAN on port [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | SPAN detected an error in its internal operation.   |
| <b>Recommended Action</b> | The error might be transient, in which case trying the SPAN operation again might be successful. If this fails, the switch might need to be reloaded for the desired operation to complete. |

---



---

**%SPAN-3-MEM\_UNAVAIL : Memory was not available to perform the SPAN operation**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Unable to perform a SPAN operation because of a lack of memory  |
| <b>Recommended Action</b> | Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. |

---

**%SPAN-3-SESS\_HW\_UNAVAIL : SPAN hardware resource not available [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The system could not allocate a SPAN hardware resource for the feature specified in the error message. A possible cause of this condition is that all available SPAN source sessions are already in use. The system can be configured with a maximum of two SPAN source sessions or one RSPAN source session |
| <b>Recommended Action</b> | Remove one of the existing SPAN or RSPAN source sessions and retry the operation.  |

**%SPAN-5-ERSPAN\_ADJ\_TUNNEL : ERSPAN Destination behind a tunnel. Shutting down session [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The next hop to the IP Address specified as the ERSPAN destination lies behind a tunnel. This configuration is not supported. ERSPAN session is shut down when such configuration is detected |
| <b>Recommended Action</b> | Specify another IP address as the ERSPAN destination which does not have tunnel as the next-hop adjacency.  |

**%SPAN-6-SPAN\_EGRESS\_REPLICATION\_MODE\_CHANGE : Span Egress HW Replication Mode Change Detected. Current replication mode for session [chars] is [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | When auto detection of egress span replication mode is enabled, the system will transition any available sessions to centralized mode when an distributed egress span incapable linecard is inserted. The system will transition back the available sessions to distributed egress span mode when the last distributed egress span incapable linecard is removed |
| <b>Recommended Action</b> | To prevent a session switching back to distributed egress span mode, use the command monitor session egress replication-mode centralized   |

**%SPAN-3-REDIR\_HW\_UNAVAIL : Redirect hardware resource not available [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The system could not allocate resource for redirecting BPDUs. A possible cause of this condition is that all available redirect registers in PFC are used by other features.   |
| <b>Recommended Action</b> | Free up a redirect register in PFC by unconfiguring features that use redirect registers and retry allowing BPDUs for SPAN servicemodules. If Protocol Tunneling is configured on any ports, then remove Protocol Tunneling configuration from all ports to free up one redirect register. |

**%SPAN-5-PKTCAP\_START : Packet capture session [dec] started**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | Packet capture is activated by user or after the scheduled time |
|--------------------|---|

---

**%SPAN-5-PKTCAP\_START : Packet capture session [dec] started**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Stop the capture when it is not required. You can change the rate of packets reaching CPU for capturing by configuring the rate-limit value in the monitor session type capture config mode. Protocol packets may get dropped if the capture traffic rate is high. |
|---------------------------|--|

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**%SPAN-5-PKTCAP\_STOP : Packet capture session [dec] ended [chars], [dec] packets captured**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | Packet capture is stopped. This will happen if the capture buffer is full or if user stops the capture or if capture timeout happens. |
|--------------------|---|

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Packet capture is stopped. You can export the capture buffer using the 'monitor capture <id> export buffer <url>' command. Buffer can be displayed on the console also. Delete the capture session, if it is no longer required. |
|---------------------------|--|

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**SPANTRREE**

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**%SPANTRREE-3-PORT\_SELF\_LOOPED : [chars] disabled.- received BPDU src mac ([enet]) same as that of interface**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | The source MAC address contained in a BPDU received on the listed interface matches the MAC address assigned to that interface This indicates the possibility that a port is looped back to itself, possibly due to a diagnostic cable being plugged in. The interface will be administratively shutdown. |
|--------------------|---|

|                           |   |
|---------------------------|---|
| <b>Recommended Action</b> | Check the interface configuration and any cable plugged into the interface. Once problem resolved, re-enable interface by doing a no shutdown in the interface configuration. |
|---------------------------|---|

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**%SPANTRREE-3-BAD\_PORTNUM\_SIZE : Rejected an attempt to set the port number field size to [dec] bits (valid range is [dec] to [dec] bits).**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | The spanning tree port identifier is a 16 bit wide field that is, by default, divided evenly between port priority and port number, each sub field being 8 bits wide. This allows the port number field to represent port numbers between 1 and 255. However, on systems with greater than 255 ports, the size of port number portion of the port id must be increased to support the greater number of ports. This is done by the STP subsystem at system init time since the maximum number of ports on a particular platform will not change. This error would only occur due to an error in the platform specific code which caused it to request more (or less) bits than were possible. This error should not be seen in any production images. |
|--------------------|---|

---

**%SPANTREE-3-BAD\_PORTNUM\_SIZE : Rejected an attempt to set the port number field size to [dec] bits (valid range is [dec] to [dec] bits).**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the **show version** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPANTREE-7-RECV\_1Q\_NON\_TRUNK : Received 802.1Q BPDU on non trunk [chars] [chars].**

**Explanation** A SSTP BPDU was received on the listed interface that was not operationally a trunk.

**Recommended Action** Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected have the same mode (access vs trunk). If mode is trunk, verify the same encapsulation (none, ISL, 802.1Q). Once these parameters are consistent, spanning tree will automatically unblock the interfaces as appropriate.

---



---

**%SPANTREE-2-RECV\_1Q\_NON\_1QTRUNK : Received 802.1Q BPDU on non 802.1Q trunk [chars] [chars].**

**Explanation** The listed interface on which a SSTP BPDU was received, was in trunk mode but not using 802.1Q encapsulation.

**Recommended Action** Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected have the same mode (access vs trunk). If mode is trunk, verify the same encapsulation (ISL, 802.1Q). Once these parameters are consistent, spanning tree will automatically unblock the interfaces as appropriate.

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**%SPANTREE-2-RECV\_PVID\_ERR : Received BPDU with inconsistent peer vlan id [dec] on [chars] [chars].**

**Explanation** The listed interface received a SSTP BPDU that is tagged with a VLAN id that does not match the VLAN id on which the BPDU was received. This occurs when the native VLAN is not consistently configured on both ends of a 802.1Q trunk.

**Recommended Action** Verify that the configuration of the native VLAN id is consistent on the interfaces on each end of the 802.1Q trunk connection. Once corrected, spanning tree will automatically unblock the interfaces as appropriate.

---



---

**%SPANTREE-2-RECV\_BAD\_TLV : Received SSTP BPDU with bad TLV on [chars] [chars].**

**Explanation** The list interface received a SSTP BPDU that was missing the VLAN id tag. The BPDU is discarded.

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---

**%SPANTREE-2-RECV\_BAD\_TLV : Received SSTP BPDU with bad TLV on [chars] [chars].**

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPANTREE-7-BLOCK\_PORT\_TYPE : Blocking [chars] on [chars]. Inconsistent port type.**

**Explanation** The listed interface is being held in spanning tree blocking state until the port type inconsistency is resolved.

**Recommended Action** Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected have the same mode (access vs trunk). If mode is trunk, verify the same encapsulation (ISL, 802.1Q). Once these parameters are consistent, spanning tree will automatically unblock the interfaces as appropriate.

---



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**%SPANTREE-4-PORT\_NOT\_FORWARDING : [chars] [chars] [chars] [chars]**

**Explanation** The port is not forwarding packets, i.e it is not in a forwarding state

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPANTREE-2-BLOCK\_PVID\_PEER : Blocking [chars] on [chars]. Inconsistent peer vlan.**

**Explanation** The spanning tree port associate with the listed spanning tree instance and interface will be held in spanning tree blocking state until the port VLAN Id (PVID) inconsistency is resolved. The listed spanning tree instance is that of the native VLAN id of interface on the peer switch to which the listed interface is connected.

**Recommended Action** Verify that the configuration of the native VLAN id is consistent on the interfaces on each end of the 802.1Q trunk connection. Once corrected, spanning tree will automatically unblock the interfaces as appropriate.

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**%SPANTREE-2-BLOCK\_PVID\_LOCAL : Blocking [chars] on [chars]. Inconsistent local vlan.**


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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The spanning tree port associate with the listed spanning tree instance and interface will be held in spanning tree blocking state until the Port VLAN ID (PVID) inconsistency is resolved. The listed spanning tree instance is that of the native VLAN id of the listed interface. |
| <b>Recommended Action</b> | Verify that the configuration of the native VLAN id is consistent on the interfaces on each end of the 802.1Q trunk connection. Once corrected, spanning tree will automatically unblock the interfaces as appropriate.  |

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**%SPANTREE-2-UNBLOCK\_CONSIST\_PORT : Unblocking [chars] on [chars]. Port consistency restored.**


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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Port VLAN ID and/or Port Type inconsistencies have been resolved and spanning tree will now unblock the listed interface of the listed spanning tree instance as appropriate. |
| <b>Recommended Action</b> | No action is required.  |

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**%SPANTREE-2-BLOCK\_BPDUGUARD : Received BPDU on port [chars] with BPDU Guard enabled. Disabling port.**


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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A BPDU was received in the interface specified in the error message that has the spanning tree BPDU Guard feature enabled. As a result, the interface was administratively shut down.  |
| <b>Recommended Action</b> | Either remove the device sending BPDUs or disable the BPDU Guard feature. The BPDU Guard feature can be locally configured on the interface or globally configured on all ports that have portfast enabled. After the conflict has been resolved, reenable the interface by entering the <b>no shutdown</b> command in interface configuration mode. |

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**%SPANTREE-2-BLOCK\_BPDUGUARD\_VP : Received BPDU on port [chars], vlan [dec] with BPDU Guard enabled. Disabling vlan.**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A BPDU was received on the interface and vlan specified in the error message. The spanning tree BPDU Guard feature was enabled and configured to shutdown the vlan. As a result, the vlan was placed in the error-disabled state.  |
| <b>Recommended Action</b> | Either remove the device sending BPDUs or disable the BPDU Guard feature. The BPDU Guard feature can be locally configured on the interface or globally configured on all ports that have portfast enabled. After the conflict has been resolved, reenable the interface/vlan by entering the <b>clear errdisable</b> command. |

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**%SPANTREE-2-ROOTGUARD\_CONFIG\_CHANGE : Root guard [chars] on port [chars].**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The spanning tree root guard configuration for the listed interface has been changed. If enabled, any BPDU received on this interface which advertizes a superior spanning tree root bridge to that already in use will cause the interface to be put into blocking state and marked as root guard inconsistent. |
| <b>Recommended Action</b> | Verify that this is the desired configuration for the listed interface. Correct it if this is not the desired configuration otherwise no further action is required.   |

---



---

**%SPANTREE-2-ROOTGUARD\_BLOCK : Root guard blocking port [chars] on [chars].**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A BPDU was received on the listed interface which advertizes a superior spanning tree root bridge to that currently in use. The interface is put into blocking state and marked as root guard inconsistent in order to prevent a suboptimal spanning tree topology to form.  |
| <b>Recommended Action</b> | Issue the <b>show spanning-tree inconsistentports</b> command to review the list of interfaces with root guard inconsistencies. Determine why devices connected to the listed ports are sending BPDUs with a superior root bridge and take action to prevent further occurrences. Once the bogus BPDUs have been stopped, the interfaces will automatically recover and resume normal operation. Make sure that it is appropriate to have root guard enabled on the interface. |

---



---

**%SPANTREE-2-ROOTGUARD\_UNBLOCK : Root guard unblocking port [chars] on [chars].**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The listed interface is no longer receiving BPDUs advertizing a superior root bridge. The root guard inconsistency is cleared for the interface and then it is taken out of the blocking state if appropriate. |
| <b>Recommended Action</b> | No action is required.   |

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---

**%SPANTREE-2-LOOPGUARD\_CONFIG\_CHANGE : Loop guard [chars] on port [chars].**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The spanning tree loopguard configuration for the listed interface has been changed. If enabled, the interface will be put into blocking state and marked as loopguard inconsistent when the message age timer expires because no BPDU were received from the designated bridge. This feature is mainly used to detect unidirectional links |
| <b>Recommended Action</b> | Verify that this is the desired configuration for the listed interface. Correct it if this is not the desired configuration otherwise no further action is required.  |

---

---

**%SPANTREE-2-LOOPGUARD\_BLOCK : Loop guard blocking port [chars] on [chars].**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The spanning tree message age timer has expired because and no BPDUs were received from the designated bridge. Since this condition could be caused by an unidirectional link failure, the interface is put into blocking state and marked as loop guard inconsistent in order to prevent possible loops from being created   |
| <b>Recommended Action</b> | Issue the <b>show spanning-tree inconsistentports</b> command to review the list of interfaces with loop guard inconsistencies. Determine why devices connected to the listed ports are not sending BPDUs. One reason could be that they do not run the spanning tree protocol; in this case you should disable loopguard in the inconsistent interface/s or start the spanning tree protocol on the other side of the link/s. depending on the context. Another reason could be a failure in the cable: if the link has a failure that makes it unidirectional (you can transmit but you can not receive) it should be replaced with a proper cable. |

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---

**%SPANTREE-2-LOOPGUARD\_UNBLOCK : Loop guard unblocking port [chars] on [chars].**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The listed interface has received a BPDU and therefore if the inconsistency was due to an unidirectional link failure, now the problem is not there anymore. The loop guard inconsistency is cleared for the interface which is taken out of the blocking state if appropriate. |
| <b>Recommended Action</b> | No action is required.  |

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**%SPANTREE-2-CHNL\_MISCFG : Detected loop due to etherchannel misconfiguration of [chars] [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A loop caused the misconfiguration of a channel group has been detected. An example of such a misconfiguration would be where the ports on one side of the etherchannel either aren't configured to be in the channel or failed to bundle for some reason while the other side has successfully bundled the ports into the etherchannel                       |
| <b>Recommended Action</b> | Determine which local ports are involved using the command <b>show interfaces status err-disabled</b> and then check etherchannel configuration on the remote device using the command <b>show etherchannel summary</b> on the remote device. Once the configuration is corrected, do <b>shutdown / no shutdown</b> on the associated port-channel interface. |

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**%SPANTREE-3-ERR\_NO\_UNIDIR\_EDGE : [chars]: Portfast disabled, reverting to bidirectional mode**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Because UCP is for edge ports only, portfast must be configured. This message is typically seen when spanning-tree portfast is enabled on a port, then authentication control-direction is set to inbound (unidirectional), and then portfast is disabled. |
| <b>Recommended Action</b> | Re-enable portfast on the edge port. This will re-enable unidirectional authentication control.  |

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**%SPANTREE-5-EXTENDED\_SYSID : Extended SysId [chars] for type [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The extended system id feature has either enabled or disabled for the given type of spanning tree. If enabled, the spanning tree instance identifier is stored in the lower portion of the bridge id priority field and this will cause the allowed values for the bridge priority to be limited to the range of 0 to 61440 in increments of 4096. If disabled, the bridge id priority field consists entirely of the configured priority but some spanning tree features may not be available on a given platform (i.e. 4096 vlan support). On some platforms, this feature may be mandatory. |
| <b>Recommended Action</b> | No action is required.   |

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**%SPANTREE-2-PVSTSIM\_FAIL : Blocking [chars] port [chars]: Inconsistent [chars] PVST BPDU received on VLAN [dec], claiming root [dec]:[enet]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | When a MST switch is connected to a PVST+ switch, the CIST (MST00) information on the port of the MST switch must be consistently better than all the PVST+ messages if the port is designated or consistently worse than all the PVST+ messages if the port is root. If this constraint is not respected, the port on the MST switch is blocked in order to prevent a potential bridging loop   |
| <b>Recommended Action</b> | When STP is converging after a new switch, or switch port is added to the topology, this condition may happen transiently. The port unblocks automatically in such cases. If the port remains blocked, identify the root bridge as reported in the message, and configure a worse or better priority for the VLAN spanning tree consistent with the CIST role on the port of the MST switch. There could be more inconsistencies than the message indicates, and the port will not recover until all such inconsistencies are cleared. If you cannot determine which other VLANs have inconsistencies, disable and reenble the port. This message will appear again and specify another VLAN with inconsistencies to be fixed. Repeat this process until all inconsistencies on all VLANs are cleared. |

---



---

**%SPANTREE-2-PVSTSIM\_OK : PVST Simulation inconsistency cleared on port [chars].**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The listed interface is no longer receiving PVST BPDUs advertising an information inconsistent with the CIST port information. The PVST Simulation Inconsistency is cleared and the interface returns to normal operation |
| <b>Recommended Action</b> | No action is required.  |

---



---

**%SPANTREE-6-PORT\_STATE : Port [chars] instance [dec] moving from [chars] to [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Spanning-Tree port has changed state. |
| <b>Recommended Action</b> | No action is required.                    |

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---

**%SPANTREE-7-PORTDEL\_SUCCESS : [chars] deleted from Vlan [dec]**

---

**Explanation** The interface has been deleted from Vlan**Recommended Action** No action is required.

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---

**%SPANTREE-6-PORTDEL\_ALL\_VLANS : [chars] deleted from all Vlans**

---

**Explanation** The interface has been deleted from all Vlans**Recommended Action** No action is required.

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**%SPANTREE-6-PORTADD\_ALL\_VLANS : [chars] added to all Vlans**

---

**Explanation** The interface has been added to all Vlans**Recommended Action** No action is required.

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---

**%SPANTREE-5-TOPOTRAP : Topology Change Trap for [chars] [dec]**

---

**Explanation** A trap has been generated to indicate the change in topology**Recommended Action** No action is required.

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---

**%SPANTREE-5-ROOTCHANGE : Root Changed for [chars] [dec]: New Root Port is [chars]. New Root Mac Address is [enet]**

---

**Explanation** The Root has changed for an instance of spanning tree**Recommended Action** No action is required.

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**%SPANTREE-3-PRESTD\_NEIGH : pre-standard MST interaction not configured ([chars]). Please, configure: 'spanning-tree mst pre-standard' on ports connected to MST pre-standard switches.**

---

**Explanation** The switch has received a pre-standard MST BPDU on a port that is not configured for pre-standard MST BPDU transmission. The switch will automatically adjust its mode of operation on this port and will start sending pre-standard BPDUs. However, this auto-detection of pre-standard neighbors is not 100% accurate and it is recommended to configure explicitly the port for pre-standard MST BPDU transmission. This warning message will only be display once.

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**%SPANTREE-3-PRESTD\_NEIGH : pre-standard MST interaction not configured ([chars]). Please, configure: 'spanning-tree mst pre-standard' on ports connected to MST pre-standard switches.**

**Recommended Action**      Configure 'spanning-tree mst pre-standard' on all the ports that are connected to switches running Cisco's pre-standard version of MST. It is recommended to migrate all the switches in the network to the IEEE standard MST version when it is possible.

---



---

**%SPANTREE-2-BRIDGE\_ASSURANCE\_BLOCK : Bridge Assurance blocking port [chars][chars].**

**Explanation**            BPDUs were not received from a neighboring switch on the interface that has spanning tree Bridge Assurance configured. As a result, the interface was moved to the spanning tree Blocking state

**Recommended Action**      Either disable Bridge Assurance configuration on the interface or make sure that the interface is connected to a L2 switch/bridge device

---



---

**%SPANTREE-2-BRIDGE\_ASSURANCE\_UNBLOCK : Bridge Assurance unblocking port [chars][chars].**

**Explanation**            The interface listed in the message has been restored to normal spanning tree state after receiving BPDUs from the neighboring L2 switch/bridge

**Recommended Action**      No action is required.

---



---

**%SPANTREE-2-PVST\_PEER\_BLOCK : PVST+ peer detected on port [chars]**

**Explanation**            PVST+ BPDU(s) are detected on the listed interface when MSTP PVST+ Simulation feature is disabled

**Recommended Action**      Please make sure the PVST+ switch is removed from the network or enable the MSTP PVST Simulation feature.

---



---

**%SPANTREE-2-PVST\_PEER\_UNBLOCK : Unblocking port [chars]**

**Explanation**            The listed interface is no longer receiving the PVST+ BPDUs. The inconsistency is cleared and the interface returns to normal operation.

**Recommended Action**      No action is required.

---



---

**%SPANTREE-2-NOMEM : Memory Allocation Failure - [chars]: [chars]**

**Explanation**            The system could not allocate the memory that is required for the STP feature. This condition might indicate that more memory must be installed on the system.

---

**%SPANTREE-2-NOMEM : Memory Allocation Failure - [chars]: [chars]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Check available memory and install more if necessary. If sufficient memory is available, reload the Cisco IOS image on the affected platform. If the error persists, LOG_STD_SH_CMD_ACTION(show tech-support and show logging) |
|---------------------------|--|

---

**SPANTREE\_VLAN\_SHIM**

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**%SPANTREE\_VLAN\_SHIM-2-MAX\_INSTANCE : Platform limit of [dec] STP instances exceeded. No instance created for [chars] (port [chars]).**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The number of currently active VLAN spanning tree instances has reached a platform specific limit. No additional VLAN instances will be created until the number of existing instances drops below the platform limit. The message shows the smallest VLAN number of those VLANs that are unable have STP instances created.      |
| <b>Recommended Action</b> | Reduce the number of currently active spanning tree instances by either disabling some of the currently active spanning tree instances or deleting the VLANs associated with currently active spanning tree instances. Note : need to manually enable the spanning-trees that were unable to be created due to limited instances. |

---



---

**%SPANTREE\_VLAN\_SHIM-3-ADD\_REGISTRY\_FAILED : Subsystem [chars] fails to add callback function [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Other subsystem must have mistakenly add its own callback functions. This syslog is for debugging purpose. |
| <b>Recommended Action</b> | No action is required.   |

---

**SPANTREE\_VLAN\_SW**

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**%SPANTREE\_VLAN\_SW-2-MAX\_INSTANCE : Platform limit of [dec] STP instances exceeded. No instance created for [chars] (port [chars]).**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The number of currently active VLAN spanning tree instances has reached a platform specific limit. No additional VLAN instances will be created until the number of existing instances drops below the platform limit. The message shows the smallest VLAN number of those VLANs that are unable have STP instances created.      |
| <b>Recommended Action</b> | Reduce the number of currently active spanning tree instances by either disabling some of the currently active spanning tree instances or deleting the VLANs associated with currently active spanning tree instances. Note : need to manually enable the spanning-trees that were unable to be created due to limited instances. |

---

**SPA\_CHOXC****%SPA\_CHOXC-3-ERROR : Failed to create for [chars] : slot/bay:[dec]/[dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The channelized SPA controller encountered an error.            |
| <b>Recommended Action</b> | Check the memory available in system and LOG_STD_SH_TECH_ACTION |

**%SPA\_CHOXC-3-FATAL\_ERROR : Fatal error for [chars] : slot/bay:[dec]/[dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The channelized SPA controller encountered a fatal error.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SPA\_CHOXC-3-INVALID\_SPA\_TYPE : Invalid SPA type : slot/bay:[dec]/[dec], spa\_type=[dec].**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The channelized SPA type cannot be recognized by the version of Cisco IOS software currently running on the system. |
| <b>Recommended Action</b> | Upgrade your system to a version of Cisco IOS software that supports this SPA type.                                 |

**%SPA\_CHOXC-3-CREATE\_FAIL : Failed to create [chars] : slot/bay:[dec]/[dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The channelized SPA controller descriptor block creation failed. Check the amount of available system memory.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SPA\_CHOXC-3-NULL\_INSTANCE : Null [chars] instance for [chars] : slot/bay:[dec]/[dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The instance pointer is NULL when getting data structure. |
| <b>Recommended Action</b> | SPA_CHOXC_INTERNAL_SW_ERROR_ACTION                        |

**%SPA\_CHOXC-3-UNKNOWN\_OPTION : Received unknown [chars]: option=[dec]**

|                           |                                    |
|---------------------------|------------------------------------|
| <b>Explanation</b>        | Unknown option received.           |
| <b>Recommended Action</b> | SPA_CHOXC_INTERNAL_SW_ERROR_ACTION |

**%SPA\_CHOXC-3-RETURN\_ERROR : Return error for [chars]: return\_value=[dec]**

|                           |                                    |
|---------------------------|------------------------------------|
| <b>Explanation</b>        | Return error code received.        |
| <b>Recommended Action</b> | SPA_CHOXC_INTERNAL_SW_ERROR_ACTION |

**%SPA\_CHOXC-6-XFP\_OK : [dec]/[dec]/[dec]: [chars] detected/inserted**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | XFP has been detected or inserted in a port in Channelized SPA. |
| <b>Recommended Action</b> | This is a information message, no action required               |

**%SPA\_CHOXC-3-XFP\_UNSUPPORTED : [dec]/[dec]/[dec]: [chars] detected/inserted is not supported**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Unsupported XFP has been detected or inserted in a port in Channelized SPA. |
| <b>Recommended Action</b> | Remove the unsupported XFP/SFP and replace it with supported one.           |

**%SPA\_CHOXC-6-XFP\_REMOVED : [dec]/[dec]/[dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | XFP removed from a port in Channelized SPA        |
| <b>Recommended Action</b> | This is a information message, no action required |

**%SPA\_CHOXC-3-NULL : [chars]**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | The NULL pointer was detected when getting the data structure. |
|--------------------|--|

---

**%SPA\_CHOXC-3-NULL : [chars]**

**Recommended Action** SPA\_CHOXC\_ENABLE\_DEBUG\_ACTION

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**%SPA\_CHOXC-6-SONET\_ALARM : [chars] [chars] [chars] [chars] [chars]**

**Explanation** This message is generated whenever (a) sonet alarm is present in the system (and the alarm status has been reported to the RP) or (b) sonet alarm has been removed from the system (and the alarm status has been reported to the RP)

**Recommended Action** No action is required.

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---

**%SPA\_CHOXC-3-INTFC\_FAILED : Channel provisioning failed for [chars]**

**Explanation** Channel could not be provisioned on SPA for this interface, interface corresponding to that channel has been moved to down state. If this interface was provisioned using the user interface then it may not appear in the interface list.

**Recommended Action** SPA\_CHOXC\_INTERNAL\_SW\_ERROR\_ACTION

---

---

**%SPA\_CHOXC-3-CORRUPT : Corrupt configuration, unsupported [chars] ([int]) encountered**

**Explanation** The OC3/STM1 RP driver running configuration is corrupted.

**Recommended Action** SPA\_CHOXC\_INTERNAL\_SW\_ERROR\_ACTION

---

---

**%SPA\_CHOXC-3-NULL\_SUBBLOCK : Null ssb for [chars]**

**Explanation** The hwidb subblock is NULL.

**Recommended Action** SPA\_CHOXC\_INTERNAL\_SW\_ERROR\_ACTION

---

---

**%SPA\_CHOXC-5-DEF\_SUBRATE : [chars] [chars]**

**Explanation** Remote subrate configuration changed.

**Recommended Action** Inform the network operator that subrate configuration was changed by remote end.

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---

**%SPA\_CHOXC-3-FRR\_ERROR : Error in handling FRR: [chars], [chars], [hex], [hex]**

---

**Explanation** Error in FRR processing.**Recommended Action** This is a internal software error. If this error happened while configuring FRR, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback and LOG\_STD\_ACTION

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**%SPA\_CHOXC-3-CHOXC\_NAMESTRING\_ERROR : failed to get [chars] namestring**

---

**Explanation** Error in retrieving namestring of a specified Controller/IDB**Recommended Action** This is a internal software error. If the error persists or occurred during normal operation, decode the traceback and LOG\_STD\_ACTION

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---

**%SPA\_CHOXC-3-SONET\_ALARM\_PROC\_ERR : [chars] Error has occurred while processing in the sonet alarm-proc**

---

**Explanation** Either free/create of the memory failed in SONET alarm proc**Recommended Action**

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**SPA\_CHOXC\_MCPRP**

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**%SPA\_CHOXC\_MCPRP-5-PATH\_UPDOWN : Path [chars], changed state to [chars]**

---

**Explanation** A Sonet high order path changed its state.**Recommended Action** This is a internal software error. Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the path level. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of **show tech details**

---

---

**%SPA\_CHOXC\_MCPRP-5-T3\_UPDOWN : T3 [chars], changed state to [chars]**

---

**Explanation** A T3 within STS1 changed its state.**Recommended Action** This is a internal software error. Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the T3 level. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of **show tech details**

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---

**%SPA\_CHOXC\_MCPRP-3-CORRUPT : Corrupt configuration, unsupported [chars] ([int]) encountered**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The OC3/STM1 RP driver running configuration is corrupt   |
| <b>Recommended Action</b> | This is a internal software error. Decode the traceback and get the output of <b>show running-config</b> . Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of <b>show tech details</b> |

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**%SPA\_CHOXC\_MCPRP-1-ALLOCFAIL : OC3/STM1 [dec]/[dec] [chars] allocation failure**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | CHOXC controller or channel memory allocation failure  |
| <b>Recommended Action</b> | This is a internal software error. Decode the traceback. Enable <b>debug hw-module subslot &lt;slot&gt;/&lt;bay&gt; oir plugin</b> when the problem is happening. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with output of <b>show logging</b> and the output of <b>show tech details</b> . |

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**%SPA\_CHOXC\_MCPRP-3-TIMEOUT : Interface ([chars]): [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The CHOXC RP driver queries the LC for SONET information, the LC didn't reply.   |
| <b>Recommended Action</b> | This is a internal software error. Decode the traceback. Enable <b>debug hw-module subslot &lt;slot&gt;/&lt;bay&gt; command</b> . Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of <b>show logging</b> and the output of <b>show tech details</b> . |

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**%SPA\_CHOXC\_MCPRP-3-PLUGIN\_ERR : [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The RP plugin encountered an error during one of the Plugin calls  |
| <b>Recommended Action</b> | This is a internal software error. Decode the traceback. Enable <b>debug hw-module subslot &lt;slot&gt;/&lt;bay&gt; oir plugin</b> when the problem is happening. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of <b>show logging</b> and the output of <b>show tech details</b> . |

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**%SPA\_CHOXC\_MCPRP-3-NULL\_SUBBLOCK : Null ssb for [chars]**

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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The hwidb subblock is NULL  |
| <b>Recommended Action</b> | This is a internal software error. Decode the traceback and get the output of <b>show running-config</b> . Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of <b>show running</b> and <b>show tech details</b> . |

---

**%SPA\_CHOCX\_MCPRP-3-APS\_CMD\_FAIL : Failed to send APS command [hex] to [chars] (retcode [hex])**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | APS command sending failed   |
| <b>Recommended Action</b> | This is a internal software error. If this error happened while configuring APS, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback and LOG_STD_ACTION |

**%SPA\_CHOCX\_MCPRP-5-DEF\_SUBRATE : [chars] [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Remote subrate configuration changed   |
| <b>Recommended Action</b> | Inform the network operator that subrate configuration changed by remote end |

**%SPA\_CHOCX\_MCPRP-3-FRR\_ERROR : Error in handling FRR: [chars], [chars], [hex], [hex]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Error in FRR processing  |
| <b>Recommended Action</b> | This is a internal software error. If this error happened while configuring FRR, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback and LOG_STD_ACTION |

## SPA\_CHOC\_DSX through SPA\_SRVCS\_IF

- [SPA\\_CHOC\\_DSX](#)
- [SPA\\_CT3](#)
- [SPA\\_DSPRM](#)
- [SPA\\_ETHER\\_INTERNAL\\_IF](#)
- [SPA\\_FPD](#)
- [SPA\\_LNM](#)
- [SPA\\_NGIO\\_ETHER\\_INTERNAL](#)
- [SPA\\_NGIO\\_UCSE](#)
- [SPA\\_SRVCS\\_ENGINE](#)
- [SPA\\_SRVCS\\_IF](#)

**SPA\_CHOC\_DSX****%SPA\_CHOC\_DSX-4-UNPROV\_FAIL : Interface [chars] unprovisioning failed: [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The system failed to respond to an unprovisioning command. A hidden VLAN could not be deleted within a 2 second timeout window. This condition may be caused by a system that is too busy, or by a FIB IPC failure. The line card driver code will attempt to delete the hidden VLAN. |
| <b>Recommended Action</b> | If processing continues normally, no action is required. If system operation is adversely affected, LOG_STD_ACTION  |

**%SPA\_CHOC\_DSX-3-NODESTROYSUBBLOCK : The [chars] subblock named [chars] was not removed**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | IDB sub-blocks could not be removed during the unprovisioning of a channel. This condition indicates a software error.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SPA\_CHOC\_DSX-3-AUTODNR : [chars] failed for slot [dec] bay [dec]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | AUTODNR/USNDNR process has failed. The SPA and SIP are out of synchronization. This condition indicates a software error.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SPA\_CHOC\_DSX-3-UNKNOWN\_CMD : Unknown [chars] command recieved on slot/bay:[dec]/[dec]. Command Type = [dec]**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | An unknown command was recieved by the SPA card carrier |
|--------------------|---|

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**%SPA\_CHOC\_DSX-3-UNKNOWN\_CMD : Unknown [chars] command recieved on slot/bay:[dec]/[dec].  
Command Type = [dec]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_CHOC\_DSX-3-INVLIAD\_IF\_INDEX : Invalid interface index [dec] on slot/bay:[dec]/[dec]. Min. Index = [dec]. MAx. Index = [dec].**

**Explanation** The index is not valid for the interface specified in the error message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_CHOC\_DSX-3-NULL\_DATA\_STRUCTURE : Failed to create [chars] on slot/bay:[dec]/[dec]. Port Number = [dec].**

**Explanation** The software resource can not be allocated for this hardware

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_CHOC\_DSX-3-INVALID\_IF\_TYPE : Invalid SPA type [dec] on [chars]. Port Number = [dec].**

**Explanation** The software can not recognize the interface type

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**%SPA\_CHOC\_DSX-3-INVALID\_IF\_TYPE : Invalid SPA type [dec] on [chars]. Port Number = [dec].**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_CHOC\_DSX-3-NULL\_SPA\_PTR :**

**Explanation** The pointer to an SPA value is of a null value.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_CHOC\_DSX-3-NULL\_VIRT\_SPA\_PTR : [chars]**

**Explanation** Pointer to virtual SPA object is NULL in card prot grp.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_CHOC\_DSX-3-SPA\_CMD\_SEND\_ERR : Failed to send [chars] command to SPA**

**Explanation** The host failed to send a command to SPA

**%SPA\_CHOC\_DSX-3-SPA\_CMD\_SEND\_ERR : Failed to send [chars] command to SPA**

|                           |   |
|---------------------------|---|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|---|

**%SPA\_CHOC\_DSX-3-SPA\_CMD\_RETURN\_ERR : SPA command [chars] return error [int]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SPA returned an error status for a host command   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SPA\_CHOC\_DSX-3-EFC\_ERROR : EFC ERROR: [chars] - [chars] [int]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SPA Extended Flow Control encountered an error  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SPA\_CHOC\_DSX-3-T3CFG\_ERROR : Interface [chars] T3 [int] config command error (cmd [int], arg [int], retval [int])**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | A command sent from the system to a linecard has failed. |
|--------------------|--|

---

**%SPA\_CHOC\_DSX-3-T3CFG\_ERROR : Interface [chars] T3 [int] config command error (cmd [int], arg [int], retval [int])**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_CHOC\_DSX-3-T1CFG\_ERROR : Interface [chars] T3 [int] T1 [int] config command error (cmd [int], arg [int], retval [int])**

**Explanation** A command sent from the system to a linecard has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_CHOC\_DSX-3-VCCFG\_ERROR : Interface [chars] config command error (cmd [int], arg [int], retval [int])**

**Explanation** A command sent from the system to a linecard has failed.

**Recommended Action** This is an internal software error. Decode the traceback and get the output of the **show logging** command on RP and SIP and check if there are any errors being reported. Try to recreate the problem to see if there is a consistent method to recreate. Check the Bug Toolkit before contacting TAC. When contacting TAC, provide the above information along with the output of the **show tech-support** command.

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**%SPA\_CHOC\_DSX-3-LINK\_TABLE\_ERR : [chars]: Could not create link table, error [dec]**

**Explanation** Error creating link record table. Interfaces may not come up / pass traffic.

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**%SPA\_CHOC\_DSX-3-LINK\_TABLE\_ERR : [chars]: Could not create link table, error [dec]**

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseal the indicated SPA card. If the error messages persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a **tech-support** to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**%SPA\_CHOC\_DSX-3-UNCOR\_MEM\_ERR : SPA [dec]/[dec]: [dec] uncorrectable [chars] memory error(s) encountered. The memory address of most the recent error is: [hex] The SPA is being restarted.**

**Explanation** The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result.

**Recommended Action** The SPA driver has encountered an uncorrectable memory error on the SPA card. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a **tech-support** to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**%SPA\_CHOC\_DSX-3-BAD\_SIZE\_ERR : SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered. The SPA is being restarted.**

**Explanation** The SPA driver detected an error event on the HDLC controller.

**Recommended Action** The SPA driver has encountered an error event on the SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a **tech-support** to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

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**%SPA\_CHOC\_DSX-3-HDLC\_CTRL\_ERR : SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SPA driver detected an error event on the HDLC Controller.   |
| <b>Recommended Action</b> | The SPA driver has encountered an error event on the SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <a href="http://www.cisco.com/public/support/tac/tools.shtml">http://www.cisco.com/public/support/tac/tools.shtml</a> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a <b>tech-support</b> to your support representative, or attach it to your case in non-zipped, plain text format (.txt). |

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**%SPA\_CHOC\_DSX-3-COR\_MEM\_ERR : SPA [dec]/[dec]: [dec] correctable [chars] memory error(s) encountered. The error has been corrected and normal processing should continue. The memory address of most the recent error is: [hex]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SPA driver detected a correctable memory error on the SPA card.   |
| <b>Recommended Action</b> | The SPA has encountered a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. If the condition persists, or other errors are indicated for the SPA, copy the error message exactly as it appears. Then power down and reseal the indicated SPA card. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <a href="http://www.cisco.com/public/support/tac/tools.shtml">http://www.cisco.com/public/support/tac/tools.shtml</a> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a <b>tech-support</b> to your support representative, or attach it to your case in non-zipped, plain text format (.txt). |

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**%SPA\_CHOC\_DSX-3-UNCOR\_PARITY\_ERR : SPA [dec]/[dec]: [dec] [chars] parity error(s) encountered. The address of the most recent error is: [hex]**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.   |
| <b>Recommended Action</b> | Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <a href="http://www.cisco.com/public/support/tac/tools.shtml">http://www.cisco.com/public/support/tac/tools.shtml</a> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a <b>tech-support</b> to your support representative, or attach it to your case in non-zipped, plain text format (.txt). |

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**%SPA\_CHOC\_DSX-3-SPI4\_HW\_ERR : SPA on [chars]: [chars] Hardware error was encountered.**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.  |
| <b>Recommended Action</b> | The SPA driver has encountered a Hardware error on the SPA's SPI4 bus. Please power down and reseat the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <a href="http://www.cisco.com/public/support/tac/tools.shtml">http://www.cisco.com/public/support/tac/tools.shtml</a> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a <b>tech-support</b> to your support representative, or attach it to your case in non-zipped, plain text format (.txt). |

**%SPA\_CHOC\_DSX-3-SPA\_SW\_ERR : SPA on [chars]: [chars] Software error was encountered.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SPA driver detected a Software error condition on the SPA card. This might result in improper operation.   |
| <b>Recommended Action</b> | The SPA driver has encountered a Software error. Please first reload the configuration by doing shut/no shut on the controllers. If the problem persists, please power cycle the SPA. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the Bug Toolkit on the Cisco web-site. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a <b>tech-support</b> to your support representative, or attach it to your case in non-zipped, plain text format (.txt). |

**%SPA\_CHOC\_DSX-3-SEMAHOG : SPA on [chars]: Semaphore Hog was encountered.Hogged by process [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The semaphore used by the IPC communication between host and the SPA was hogged by one process. This behavior would cause other processes fail to send commands down to the SPA. This might result in improper operation.  |
| <b>Recommended Action</b> | Please first stop all the traffic on the SPA and then reload the configuration by doing shut/no shut on the controllers. If the problem persists, please power cycle the SPA. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the Bug Toolkit on the Cisco web-site. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a <b>tech-support</b> to your support representative, or attach it to your case in non-zipped, plain text format (.txt). |

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**%SPA\_CHOC\_DSX-3-PERIODIC\_PROCESS : [chars]: periodic process error [chars].**


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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The SPA driver detected an error with the periodic processing routine.   |
| <b>Recommended Action</b> | If the ports on the SPA are not operating as expected, take it out of service by issuing command <code>hw-module subslot &lt;noCmdBold&gt;&lt;CmdArg&gt;slot#/bay#&lt;noCmdArg&gt;&lt;CmdBold&gt; stop</code> followed by <code>hw-module subslot &lt;noCmdBold&gt;&lt;CmdArg&gt;slot#/bay#&lt;noCmdArg&gt;&lt;CmdBold&gt; start</code> for the indicated SPA card. If the error messages persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <a href="http://www.cisco.com/public/support/tac/tools.shtml">http://www.cisco.com/public/support/tac/tools.shtml</a> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> or contact your Cisco technical support representative. |

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**%SPA\_CHOC\_DSX-3-DPIDX\_LKUP\_ERR : Failed to retrieve datapath identifier for interface [chars]**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SPA driver is not able to retrieve the datapath identifier for the interface specified in the message. This indicates a software error. |
| <b>Recommended Action</b> | No action is required.  |

---



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**%SPA\_CHOC\_DSX-3-PROCESS\_FAIL : process creation failed in [chars] spa type [chars] for [chars]**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The Periodic one second process creation failed. This indicates a software error.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SPA\_CHOC\_DSX-5-CHNL\_GRP\_ADD : Channel Group created on the interface [chars]**


---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | Channel Group created on the serial interface. |
|--------------------|--|

---

**%SPA\_CHOC\_DSX-5-CHNL\_GRP\_ADD : Channel Group created on the interface [chars]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**%SPA\_CHOC\_DSX-5-CHNL\_GRP\_DEL : Channel Group delete from the interface [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Channel Group deleted from the serial interface.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**SPA\_CT3****%SPA\_CT3-3-INVALID\_SPA\_TYPE : Invalid SPA type : slot/bay:[dec]/[dec], spa\_type=[dec].**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The Channelized T3 SPA type cannot be recognized by the version of Cisco IOS software currently running on the system.                           |
| <b>Recommended Action</b> | Upgrade your system to the latest version of Cisco IOS software in your release train. If you require further assistance, LOG_STD_SH_TECH_ACTION |

**%SPA\_CT3-3-PROCESS\_FAIL : process creation failed for [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A command could not be processed because of a process creation failure.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SPA\_CT3-3-SUBRATE\_FPGA\_DL\_FAILED : [chars]: Failed to download the subrate FPGA image.**

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**Explanation** The indicated SPA was not able to download the subrate FPGA image during card initialization sequence. The image might be corrupted and the system will try to recover from this error by upgrading the image.

**Recommended Action** If the system cannot recover from this error automatically after a few attempts, it will power-off the affected SPA. In this case, copy the error message exactly as it appears and gather the output of the **show hw-module subslot slot/subslot fpd** and **show hw-module subslot slot/subslot oir** commands, then contact your technical support representative with the gathered information.

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**%SPA\_CT3-5-DEF\_SUBRATE : [chars] [chars]**

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**Explanation** Remote subrate configuration changed

**Recommended Action** Inform the network operator that subrate configuration changed by remote end

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**SPA\_DSPRM**

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**%SPA\_DSPRM-3-DSPALARM : Received alarm indication from dsp ([dec]/[dec]/[dec]).**

---

**Explanation** Operational error detected in DSP.

**Recommended Action** Reload the SPA card and if the problem persists LOG\_STD\_ACTION

---



---

**%SPA\_DSPRM-5-UPDOWN : DSP ([dec]/[dec]/[dec]) is [chars]**

---

**Explanation** DSP device changed state up/down

**Recommended Action** No action is required.

---



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**%SPA\_DSPRM-5-RESTART : DSP ([dec]/[dec]/[dec]) is restarted**

---

**Explanation** DSP device restarted

**Recommended Action** No action is required.

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**%SPA\_DSPRM-3-INSUFFICIENT : Insufficient memory for [chars]**

---

**Explanation** Insufficient memory for SPA-DSP DSPRM operation

---

---

**%SPA\_DSPRM-3-INSUFFICIENT : Insufficient memory for [chars]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Enter the <b>show memory summary</b> command to attempt to determine the cause of the error. LOG_STD_REDUCE_ACTION |
|---------------------------|--|

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**%SPA\_DSPRM-3-DSPALARMINFO : [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | DSP Alarm Data   |
| <b>Recommended Action</b> | Reload the SPA card and if the problem persists LOG_STD_ACTION |

---

**SPA\_ETHER\_INTERNAL\_IF**

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**%SPA\_ETHER\_INTERNAL\_IF-3-ETHER\_INTERNAL\_IF\_SW\_ERR : NULL**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The module driver detected a software error condition on the module card. This might result in improper operation.  |
| <b>Recommended Action</b> | The module driver has encountered a software error. Power down and reseal the indicated module card. If the problem persists, copy the error message exactly as it appears in the console and open a case with the Technical Assistance Center via the Internet at TAC_CASE_OPEN , or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the <b>show logging, show monitor event-trace spa all</b> and <b>show tech-support</b> commands, your troubleshooting logs, and the specific error message. |

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**SPA\_FPD**

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**%SPA\_FPD-6-IMG\_CORRUPTION : [chars]: FPD image corruption detected for [chars] (ID=[dec]), forcing upgrade of the corrupted image to correct this problem.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The software detected corruption on a FPD image and it is triggering the FPD automatic upgrade mechanism to correct the problem. |
| <b>Recommended Action</b> | No Action is required.   |

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**%SPA\_FPD-4-UPGRADE\_ABORTED : [chars]: Upgrade aborted for [chars] (ID=[dec]) - [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The upgrade operation for the FPD image was aborted because the provided image cannot be used by the driver to perform the image programming operation.  |
| <b>Recommended Action</b> | Make sure that the provide FPD image package for the FPD upgrade operation is a valid one for the Cisco IOS release in use. This can be verified with the <b>show upgrade fpd package default</b> command to display the required FPD image package version for the IOS image. |

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**%SPA\_FPD-3-GETVER\_FAILED : [chars]: Failed to get FPD version for [chars] (ID=[dec]): [chars].**

---

**Explanation** Failed to get FPD version due to either IPC problem or operation error. The card will be disabled.

**Recommended Action** Check SPA seating and SPA status. Ensure compatibility among FPD, IOS and possible SPA firmware by comparing output of command **show hw-module subslot fpd** with IOS Release Notes. Obtain IOS version by command **show version**.

---



---

**%SPA\_FPD-3-UPGRADE\_FAILED : [chars]: Failed to upgrade FPD, [chars].**

---

**Explanation** The FPD image upgrade operation failed. This error is specific to the SPA. The cause could be a wrong image file, error in accessing fpga storage, physical interrupt such as power failure or card removal. Depending on SPA type and error cause, the card could be in an unusable status. Normally the system automatically reattempts the upgrade and shuts the card after repeated failures.

**Recommended Action** Do not interrupt the system while an FPD upgrade is in progress. Obtain the matching FPD package. Refer to IOS Release Notes for more information on obtaining the correct FPD package for the SPA. Review the output of the RP FPD logs.

---



---

**%SPA\_FPD-3-JTAG\_ERR : [chars]: Failed to program a [chars] FPD image file. Error code [hex].**

---

**Explanation** While attempting to program a SPA FPGA via JTAG bus, an error occurs. It could be caused by an outdated carrier card FPGA or SPA connection. It may also flag an internal software error.

**Recommended Action** Retry the upgrade after reseating SPA. Verify carrier card FPGA is current. Copy exact the error message and report to TAC.

---



---

**%SPA\_FPD-3-SW\_ERROR : NULL**

---

**Explanation** This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

---

---

**%SPA\_FPD-3-PWR\_OFF\_FAILED : Failed to power-off [chars] in [chars] for FPD offline upgrade within [dec] seconds.**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The power-off operation of the indicated SPA failed within the number of specified seconds. This might indicate that the time used to wait for SPA to power-off is not long enough, which can happen if the SPA has a lot of interfaces configured. |
| <b>Recommended Action</b> | Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying again the upgrade operation.  |

---



---

**%SPA\_FPD-3-SMM665\_CONF\_WRITE\_ERROR : [chars]: Failed to write new configuration into SMM665 device.**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The write operation to SMM665 is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface. |
| <b>Recommended Action</b> | Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying again the upgrade operation.                   |

---



---

**%SPA\_FPD-3-ADM106X\_READ\_VER\_ERROR : [chars]: Failed to read version info from ADM106x device - [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The read operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.                    |
| <b>Recommended Action</b> | Try to reload the SPA with <code>hw-module subslot slot#/subslot# reload</code> command to correct the failure. If problem persists, move the SPA to another bay of the carrier card. |

---



---

**%SPA\_FPD-3-IHEX\_PARSE\_ERROR : NULL**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This error is seen when there is a problem in the format of the Intel HEX data; it should not be seen under normal operation.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SPA\_FPD-3-ADM106X\_EEPROM\_READ\_ERROR : [chars]: Failed to read the content of ADM106x [chars] EEPROM section - [chars]**

---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | The read operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface. |
|--------------------|--|

---

---

**%SPA\_FPD-3-ADM106X\_EEPROM\_READ\_ERROR : [chars]: Failed to read the content of ADM106x [chars] EEPROM section - [chars]**

**Recommended Action**      Retry the same operation again later. If the problem persists, remove the configuration of the SPA before trying again the operation.

---



---

**%SPA\_FPD-3-ADM106X\_EEPROM\_WRITE\_ERROR : [chars]: Failed to write new configuration into ADM106x [chars] EEPROM section - [chars]**

**Explanation**            The write operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

**Recommended Action**      Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying again the upgrade operation.

---



---

**%SPA\_FPD-3-ADM106X\_EEPROM\_VERIFY\_ERROR : [chars]: Verification of write operation failed in ADM106x [chars] EEPROM section for address [hex] - read value '[hex]', expected value '[hex]'.**

**Explanation**            The verification of the write operation has found a mismatch on the EEPROM data. The problem might be an indication of aging effect on the device that cannot longer hold written data.

**Recommended Action**      Retry the upgrade operation again later. If the problem persists, replace the SPA.

---



---

**%SPA\_FPD-2-PWR\_NO\_OK : SPA POWER OK signal is not asserted for [chars] in [chars] for FPD upgrade.**

**Explanation**            The check for SPA POWER OK signal assertion failed. This might indicate a HW problem with the SPA.

**Recommended Action**      Contact your Cisco technical support representative to have the SPA replaced.

---

## SPA\_LNM

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**%SPA\_LNM-5-ENABLED : Interface [chars], noise monitoring enabled for [chars]**

**Explanation**            Link Noise Monitoring has been enabled on the specified T1/E1 interface

**Recommended Action**      This is an information message to notify that Link Noise Monitoring has been enabled on the T1/E1 link. No user action is required.

---



---

**%SPA\_LNM-5-DISABLED : Interface [chars], noise monitoring disabled for [chars]**

**Explanation**            Link Noise Monitoring has been disabled on the specified T1/E1 interface

**%SPA\_LNM-5-DISABLED : Interface [chars], noise monitoring disabled for [chars]**

**Recommended Action** This is an information message to notify that Link Noise Monitoring has been disabled on the T1/E1 link. No user action is required.

**%SPA\_LNM-3-MINWARNEXCEED : Interface [chars], noise exceeded above minor warning threshold**

**Explanation** Noise on the link has exceeded above the threshold value configured for minor warning level

**Recommended Action** This link requires administrative attention

**%SPA\_LNM-3-MINWARNIMPROVE : Interface [chars], noise improved below minor warning threshold**

**Explanation** Noise on the link has improved and is below the threshold value configured for minor warning level

**Recommended Action** No action required

**%SPA\_LNM-3-MAJWARNEXCEED : Interface [chars], noise exceeded above major warning threshold**

**Explanation** Noise on the link has exceeded above the threshold value configured for major warning level

**Recommended Action** This link requires administrative attention

**%SPA\_LNM-3-MAJWARNIMPROVE : Interface [chars], noise improved below major warning threshold**

**Explanation** Noise on the link has improved and is below the threshold value configured for major warning level

**Recommended Action** No action required

**%SPA\_LNM-2-REMOVE : Interface [chars] removed from bundle. Noise exceeded above remove threshold**

**Explanation** Noise on the link has crossed the threshold value configured for link removal. This link is taken out of the MLP bundle. This is critical status for the link. This link is under monitoring state and will be added to the bundle again when the noise level is below the configured value.

**Recommended Action** This link requires administrative attention

**%SPA\_LNM-2-RESTORE : Interface [chars] restored to bundle. Noise improved below removal threshold**

**Explanation** Noise on the link has improved below the threshold value configured for link removal. This link is restored back to MLP bundle.

**Recommended Action** No action required

**%SPA\_LNM-2-REMEXCEED : Interface [chars], noise exceeded above removal threshold**

**Explanation** Noise on the link has exceeded above the threshold value configured for link removal

**Recommended Action** This link requires administrative attention

**%SPA\_LNM-2-REMIMPROVE : Interface [chars], noise improved below removal threshold**

**Explanation** Noise on the link has improved and is below the threshold value configured for link removal

**Recommended Action** No Action required

**%SPA\_LNM-2-REMFAILED : Interface [chars], failed to remove link from bundle**

**Explanation** Noise on the link has exceeded above the threshold value configured for link removal. However, this link is not removed from the MLP bundle

**Recommended Action** No Action required

**%SPA\_LNM-2-RESTOREFAILED : Interface [chars], failed to restore link to the bundle**

**Explanation** Noise on the link has improved and is below the threshold value configured for link removal. However, the link restore back to the MLP bundle failed

**Recommended Action** No Action required

**%SPA\_LNM-2-REMEXCEEDLASTLINK : Interface [chars], Last link in bundle, noise exceeded above removal threshold**

**Explanation** Noise on the link has exceeded above the threshold value configured for link removal. However, this link is the last link in the multilink bundle and it is not removed from the service.

---

**%SPA\_LNM-2-REMEXCEEDLASTLINK : Interface [chars], Last link in bundle, noise exceeded above removal threshold**

**Recommended Action** This link requires administrative attention

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**%SPA\_LNM-3-GENEVENT : [chars]**

**Explanation** An Error has occurred in the link noise monitoring

**Recommended Action** Copy the error message exactly as it appears and report it to your technical support representative

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**SPA\_NGIO\_ETHER\_INTERNAL**

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**%SPA\_NGIO\_ETHER\_INTERNAL-3-SW\_ERR : NULL**

**Explanation** The module driver detected a software error condition on the module card. This might result in improper operation.

**Recommended Action** The module driver has encountered a software error. Please power down and reset the indicated module card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at TAC\_CASE\_OPEN or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log module all** and **show tech-support** commands, your troubleshooting logs, and the specific error message.

---

**SPA\_NGIO\_UCSE**

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**%SPA\_NGIO\_UCSE-3-NGIO\_MSG\_VER\_MISMATCH : UCSE [chars] is using incorrect NGIO message version (expected version = [dec], current version = [dec]). Please update the software package for the module with the correct version. Unexpected behavior might occur if the issue is not addressed.**

**Explanation** UCSE SW is running with a software version that doesn't use the same NGIO message header version. This could happen if the wrong version of the software package for the module was installed in the system.

**Recommended Action** Find the appropriate software package for the module based on the Cisco IOS software version that the system is running. Follow the installation documentation that corresponds to your software version and platform to properly install the software package and correct the problem.

---



---

**%SPA\_NGIO\_UCSE-3-SHUTDOWN\_FAILED : UCSE Module [chars] shutdown failed to be executed.**

**Explanation** The UCSE Module did not yet respond to the shutdown request. This is probably due to a bug.

---

---

**%SPA\_NGIO\_UCSE-3-SHUTDOWN\_FAILED : UCSE Module [chars] shutdown failed to be executed.**

**Recommended Action**      No action is required.

---



---

**%SPA\_NGIO\_UCSE-5-SHUTDOWN\_NOT\_DONE : UCSE Module [chars] shutdown was not done in a proper fashion: Reseating the module may corrupt the hard disk.**

**Explanation**              The module was not properly shutdown before removal of the module. This could result in the corruption of the hard disk on the module.

**Recommended Action**      No action is required.

---



---

**%SPA\_NGIO\_UCSE-3-SE\_RESET : UCSE Module [chars] will be reset to recover from failure ([chars]).**

**Explanation**              The module is restarting to recover from the communication failure with host.

**Recommended Action**      No action is required.

---



---

**%SPA\_NGIO\_UCSE-3-APP\_RESET : Application on UCSE Module [chars] has failed and requested a UCSE Module reset.**

**Explanation**              The application running on the service module failed and as a result the UCSE Module will be restarted in order to recover from the communication failure with host.

**Recommended Action**      No action is required.

---



---

**%SPA\_NGIO\_UCSE-3-APP\_STATUS : Application on UCSE Module [chars] is [chars]**

**Explanation**              The Application running on the service module has changed state.

**Recommended Action**      No action is required.

---



---

**%SPA\_NGIO\_UCSE-5-SHUTDOWN\_DONE : UCSE Module [chars] shutdown complete**

**Explanation**              The shutdown of the UCSE Module was completed.

**Recommended Action**      No action is required.

---

---

**%SPA\_NGIO\_UCSE-5-SHUTDOWN\_BUTTON : UCSE Module [chars] shutdown button was pressed, shutdown initiated.**

---

**Explanation** The Shutdown button on the module was pressed and shutdown initiated.

**Recommended Action** No action is required.

---



---

**%SPA\_NGIO\_UCSE-5-NEWPASSWORD : UCSE Module [chars] password changed to '[chars]'.**

---

**Explanation** The password of the service module was changed.

**Recommended Action** No action is required.

---



---

**%SPA\_NGIO\_UCSE-5-UNCONFIGURE\_IP : UCSE Module [chars] UCSE Module ip address unconfigured.**

---

**Explanation** The UCSE Module IP address is unconfigured as interface IP address changed.

**Recommended Action** No action is required.

---



---

**%SPA\_NGIO\_UCSE-5-RESTORE\_IP : UCSE Module [chars] UCSE Module ip address restored.**

---

**Explanation** The UCSE Module IP address was restored after the system verified that the interface IP address changed. There are certain configuration requirements for the service-engine IP address and the default gateway IP address with the module interface IP address. The system has verified these requirements and restored the IP address.

**Recommended Action** No action is required.

---



---

**%SPA\_NGIO\_UCSE-5-UNCONFIGURE\_EXT\_IP : UCSE Module [chars] UCSE Module ext ip address unconfigured.**

---

**Explanation** The UCSE Module external IP address is unconfigured as interface IP address changed.

**Recommended Action** No action is required.

---



---

**%SPA\_NGIO\_UCSE-5-RESTORE\_EXT\_IP : UCSE Module [chars] ucse ext ip address restored.**

---

**Explanation** The UCSE Module external IP address was restored after the system verified that the interface IP address changed. There are certain configuration requirements for the UCSE Module IP address and the default gateway IP address with the module interface IP address. The system has verified these requirements and restored the external IP address.

---

**%SPA\_NGIO\_UCSE-5-RESTORE\_EXT\_IP : UCSE Module [chars] ucse ext ip address restored.**

**Recommended Action** No action is required.

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---

**%SPA\_NGIO\_UCSE-5-UNCONFIGURE\_DEF\_GW : UCSE Module [chars] UCSE ip default-gateway unconfigured.**

**Explanation** The UCSE Module default gateway IP is unconfigured as interface IP address changed.

**Recommended Action** No action is required.

---



---

**%SPA\_NGIO\_UCSE-5-RESTORED\_DEF\_GW : UCSE Module [chars] UCSE ip default-gateway restored.**

**Explanation** The UCSE Module default gateway IP address was restored after the system verified that the interface IP address was changed. There are certain configuration requirements for the UCSE Module IP address and the default gateway IP address with the module interface IP address. The system has verified that the IP address for the UCSE Module IP default gateway is still on the same subnet as the UCSE Module IP address and therefore, the default-gateway configuration is restored.

**Recommended Action** No action is required.

---



---

**%SPA\_NGIO\_UCSE-4-BADPLATFORMINFO : UCSE Module [chars] platform information not received correctly.**

**Explanation** The platform and service module hardware information was not received correctly.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_NGIO\_UCSE-2-CONFIGFAILED : UCSE Module [chars] [chars] configuration failed**

**Explanation** The indicated configuration for the UCSE Module interface has failed.

---

---

**%SPA\_NGIO\_UCSE-2-CONFIGFAILED : UCSE Module [chars] [chars] configuration failed**

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_NGIO\_UCSE-3-SW\_ERR : NULL**

**Explanation** The module driver detected a software error condition on the module card. This might result in improper operation.

**Recommended Action** The module driver has encountered a software error. Please power down and reset the indicated module card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at TAC\_CASE\_OPEN or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging**, **show monitor event-log module all** and **show tech-support** commands, your troubleshooting logs, and the specific error message.

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**%SPA\_NGIO\_UCSE-3-PASSWORDRESET : UCSE Module [chars] password reset [chars][chars]**

**Explanation** The password reset of the service module failed or is not supported.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_NGIO\_UCSE-3-SPA\_CPU\_ERR : [chars]: module CPU HW errors: [chars]**

**Explanation** An internal hardware device error has occurred on the module CPU. The error message indicates the modular card slot, the module subslot, the module type and the name of the hardware device. The module has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the module will be made. This message is likely due to an unrecoverable hardware failure

---

**%SPA\_NGIO\_UCSE-3-SPA\_CPU\_ERR : [chars]: module CPU HW errors: [chars]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | If the module does not recover automatically, perform OIR of the module located in the specified subslot. Before removing the module, enter the <b>hw-module subslot stop</b> command. Remove the module, wait 5 seconds, and reinsert the module into the slot. If the problem persists, copy the error message text exactly as it appears on the console or in the system log, enter the <b>show tech-support</b> command, contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

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---

**%SPA\_NGIO\_UCSE-3-HW\_ERR : [chars]: A Hardware device error was detected by [chars], trying to recover the module by reload.**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | An internal hardware device error has occurred on the module. The error message indicates the slot, the module subslot, the module type and the name of the hardware device. The module has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the module will be made. This message is likely due to an unrecoverable hardware failure. |
|--------------------|---|

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Perform OIR of the module located in the specified subslot. Before removing the module, enter the <b>hw-module subslot stop</b> command. Remove the module, wait 5 seconds, and reinsert the module into the slot. If the problem persists, copy the error message text exactly as it appears on the console or in the system log, enter the <b>show diag</b> command, contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

---



---

**%SPA\_NGIO\_UCSE-0-APP\_MSG\_EMER : NULL**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | The application running on the service module has encountered an emergency error. |
|--------------------|---|

|                           |                         |
|---------------------------|-------------------------|
| <b>Recommended Action</b> | UCSE_APP_MSG_STD_ACTION |
|---------------------------|-------------------------|

---



---

**%SPA\_NGIO\_UCSE-1-APP\_MSG\_ALERT : NULL**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | The application running on the service module has issued an alert. |
|--------------------|--|

|                           |                         |
|---------------------------|-------------------------|
| <b>Recommended Action</b> | UCSE_APP_MSG_STD_ACTION |
|---------------------------|-------------------------|

---



---

**%SPA\_NGIO\_UCSE-2-APP\_MSG\_CRIT : NULL**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | The application running on the service module has encountered a critical error. |
|--------------------|---|

|                           |                         |
|---------------------------|-------------------------|
| <b>Recommended Action</b> | UCSE_APP_MSG_STD_ACTION |
|---------------------------|-------------------------|

---

---

**%SPA\_NGIO\_UCSE-3-APP\_MSG\_ERR : NULL**

---

**Explanation** The application running on the service module has encountered an error.

**Recommended Action** UCSE\_APP\_MSG\_STD\_ACTION

---

---

**%SPA\_NGIO\_UCSE-4-APP\_MSG\_WARN : NULL**

---

**Explanation** The application running on the service module has issued a warning message.

**Recommended Action** UCSE\_APP\_MSG\_STD\_ACTION

---

---

**%SPA\_NGIO\_UCSE-5-APP\_MSG\_NOTICE : NULL**

---

**Explanation** The application running on the service module has issued a notice.

**Recommended Action** Refer to the software application documentation for more information.

---

---

**%SPA\_NGIO\_UCSE-6-APP\_MSG\_INFO : NULL**

---

**Explanation** The application running on the service module has issued an informational message.

**Recommended Action** Refer to the software application documentation for more information.

---

---

**%SPA\_NGIO\_UCSE-7-APP\_MSG\_DEBUG : NULL**

---

**Explanation** The application running on the service module has displayed a debug message.

**Recommended Action** Refer to the software application documentation for more information.

---

**SPA\_SRVCS\_ENGINE**

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**%SPA\_SRVCS\_ENGINE-3-RBCP\_MSG\_VER\_MISMATCH : Service Engine [chars] is using incorrect RBCP message version (expected version = [dec], current version = [dec]). Please update the software package for the SPA with the correct version. Unexpected behavior might occur if the issue is not addressed.**

---

**Explanation** The service engine is running with a software version that doesn't use the same RBCP message header version. This could happen if the wrong version of the software package for the SPA was installed in the system.

---

**%SPA\_SRVCS\_ENGINE-3-RBCP\_MSG\_VER\_MISMATCH : Service Engine [chars] is using incorrect RBCP message version (expected version = [dec], current version = [dec]). Please update the software package for the SPA with the correct version. Unexpected behavior might occur if the issue is not addressed.**

**Recommended Action** Find the appropriate software package for the SPA based on the Cisco IOS software version that the system is running. Follow the installation documentation that corresponds to your software version and platform to properly install the software package and correct the problem.

---



---

**%SPA\_SRVCS\_ENGINE-3-SHUTDOWN\_FAILED : Service Engine [chars] shutdown failed to be executed.**

**Explanation** The service engine did not yet respond to the shutdown request. This is probably due to a bug.

**Recommended Action** No action is required.

---



---

**%SPA\_SRVCS\_ENGINE-5-SHUTDOWN\_NOT\_DONE : Service Engine [chars] shutdown was not done in a proper fashion: Reseating the SPA may corrupt the hard disk.**

**Explanation** The SPA was not properly shutdown before removal of the SPA. This could result in the corruption of the hard disk on the SPA.

**Recommended Action** No action is required.

---



---

**%SPA\_SRVCS\_ENGINE-3-SE\_RESET : Service engine [chars] will be reset to recover from failure ([chars]).**

**Explanation** The service SPA is restarting to recover from the communication failure with host.

**Recommended Action** No action is required.

---



---

**%SPA\_SRVCS\_ENGINE-3-APP\_RESET : Application on service engine [chars] has failed and requested a service engine reset.**

**Explanation** The application running on the service SPA failed and as a result the service engine will be restarted in order to recover from the communication failure with host.

**Recommended Action** No action is required.

---



---

**%SPA\_SRVCS\_ENGINE-3-APP\_STATUS : Application on service engine [chars] is [chars]**

**Explanation** The Application running on the service SPA has changed state.

---

---

**%SPA\_SRVCS\_ENGINE-3-APP\_STATUS : Application on service engine [chars] is [chars]**

**Recommended Action** No action is required.

---

---

**%SPA\_SRVCS\_ENGINE-5-SHUTDOWN\_DONE : Service engine [chars] shutdown complete**

**Explanation** The shutdown of the service engine was completed.  
**Recommended Action** No action is required.

---

---

**%SPA\_SRVCS\_ENGINE-5-SHUTDOWN\_BUTTON : Service engine [chars] shutdown button was pressed, shutdown initiated.**

**Explanation** The Shutdown button on the SPA was pressed and shutdown initiated.  
**Recommended Action** No action is required.

---

---

**%SPA\_SRVCS\_ENGINE-5-NEWPASSWORD : Service Engine [chars] password changed to '[chars]'.**

**Explanation** The password of the service SPA was changed.  
**Recommended Action** No action is required.

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---

**%SPA\_SRVCS\_ENGINE-5-UNCONFIGURE\_IP : Service Engine [chars] service-engine ip address unconfigured.**

**Explanation** The service-engine IP address is unconfigured as interface IP address changed.  
**Recommended Action** No action is required.

---

---

**%SPA\_SRVCS\_ENGINE-5-RESTORE\_IP : Service Engine [chars] service-engine ip address restored.**

**Explanation** The service-engine IP address was restored after the system verified that the interface IP address changed. There are certain configuration requirements for the service-engine IP address and the default gateway IP address with the SPA interface IP address. The system has verified these requirements and restored the IP address.  
**Recommended Action** No action is required.

---

---

**%SPA\_SRVCS\_ENGINE-5-UNCONFIGURE\_EXT\_IP : Service Engine [chars] service-engine ext ip address unconfigured.**

---

**Explanation** The service-engine external IP address is unconfigured as interface IP address changed.

**Recommended Action** No action is required.

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**%SPA\_SRVCS\_ENGINE-5-RESTORE\_EXT\_IP : Service Engine [chars] service-engine ext ip address restored.**

---

**Explanation** The service-engine external IP address was restored after the system verified that the interface IP address changed. There are certain configuration requirements for the service-engine IP address and the default gateway IP address with the SPA interface IP address. The system has verified these requirements and restored the external IP address.

**Recommended Action** No action is required.

---



---

**%SPA\_SRVCS\_ENGINE-5-UNCONFIGURE\_DEF\_GW : Service Engine [chars] service-engine ip default-gateway unconfigured.**

---

**Explanation** The service-engine default gateway IP is unconfigured as interface IP address changed.

**Recommended Action** No action is required.

---



---

**%SPA\_SRVCS\_ENGINE-5-RESTORED\_DEF\_GW : Service Engine [chars] service-engine ip default-gateway restored.**

---

**Explanation** The service-engine default gateway IP address was restored after the system verified that the interface IP address was changed. There are certain configuration requirements for the service-engine IP address and the default gateway IP address with the SPA interface IP address. The system has verified that the IP address for the service-engine IP default gateway is still on the same subnet as the service-engine IP address and therefore, the default-gateway configuration is restored.

**Recommended Action** No action is required.

---



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**%SPA\_SRVCS\_ENGINE-4-BADPLATFORMINFO : Service Engine [chars] platform information not received correctly.**

---

**Explanation** The platform and service SPA hardware information was not received correctly.

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**%SPA\_SRVCS\_ENGINE-4-BADPLATFORMINFO : Service Engine [chars] platform information not received correctly.**

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_SRVCS\_ENGINE-2-CONFIGFAILED : Service Engine [chars] [chars] configuration failed**

**Explanation** The indicated configuration for the service-engine interface has failed.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_SRVCS\_ENGINE-3-SW\_ERR : NULL**

**Explanation** The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

**Recommended Action** The SPA driver has encountered a software error. Please power down and reseal the indicated SPA card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at TAC\_CASE\_OPEN or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show logging, show monitor event-log spa all** and **show tech-support** commands, your troubleshooting logs, and the specific error message.

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**%SPA\_SRVCS\_ENGINE-3-PASSWORDRESET : Service Engine [chars] password reset [chars][chars]**

**Explanation** The password reset of the service SPA failed or is not supported.

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**%SPA\_SRVCS\_ENGINE-3-PASSWORDRESET : Service Engine [chars] password reset [chars][chars]**


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**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_SRVCS\_ENGINE-3-SPA\_CPU\_ERR : [chars]: SPA CPU HW errors: [chars]**


---

**Explanation** An internal hardware device error has occurred on the Services SPA CPU. The error message indicates the modular services card slot, the SPA subslot, the SPA type and the name of the hardware device. The SPA has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the SPA will be made. This message is likely due to an unrecoverable hardware failure

**Recommended Action** If the SPA does not recover automatically, perform OIR of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the SIP. If the problem persists, copy the error message text exactly as it appears on the console or in the system log, enter the **show tech-support** command, contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_SRVCS\_ENGINE-3-HW\_ERR : [chars]: A Hardware device error was detected by [chars], trying to recover the SPA by reload.**


---

**Explanation** An internal hardware device error has occurred on the services SPA. The error message indicates the SIP slot, the SPA subslot, the SPA type and the name of the hardware device. The SPA has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the SPA will be made. This message is likely due to an unrecoverable hardware failure.

**Recommended Action** Perform OIR of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the SIP. If the problem persists, copy the error message text exactly as it appears on the console or in the system log, enter the **show diag** command, contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SPA\_SRVCS\_ENGINE-0-APP\_MSG\_EMER : NULL**


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**Explanation** The application running on the service SPA has encountered an emergency error.

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**%SPA\_SRVCS\_ENGINE-0-APP\_MSG\_EMER : NULL**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the <b>show hw-module subslot bay_num tech-support</b> command from the SIP console, and the output of <b>show tech-support</b> command from service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information. |
|---------------------------|--|

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**%SPA\_SRVCS\_ENGINE-1-APP\_MSG\_ALERT : NULL**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The application running on the service SPA has issued an alert.  |
| <b>Recommended Action</b> | Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the <b>show hw-module subslot bay_num tech-support</b> command from the SIP console, and the output of <b>show tech-support</b> command from service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information. |

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**%SPA\_SRVCS\_ENGINE-2-APP\_MSG\_CRIT : NULL**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The application running on the service SPA has encountered a critical error.   |
| <b>Recommended Action</b> | Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the <b>show hw-module subslot bay_num tech-support</b> command from the SIP console, and the output of <b>show tech-support</b> command from service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information. |

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**%SPA\_SRVCS\_ENGINE-3-APP\_MSG\_ERR : NULL**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The application running on the service SPA has encountered an error.   |
| <b>Recommended Action</b> | Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the <b>show hw-module subslot bay_num tech-support</b> command from the SIP console, and the output of <b>show tech-support</b> command from service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information. |

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**%SPA\_SRVCS\_ENGINE-4-APP\_MSG\_WARN : NULL**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | The application running on the service SPA has issued a warning message. |
|--------------------|--|

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---

**%SPA\_SRVCS\_ENGINE-4-APP\_MSG\_WARN : NULL**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Refer to the software application documentation for more information. If the problem persists, copy the error message exactly as it appears on the console, and gather the output from the <b>show hw-module subslot bay_num tech-support</b> command from the SIP console, and the output of <b>show tech-support</b> command from service engine Vegas shell console. Contact your Cisco technical support representative with the gathered information. |
|---------------------------|--|

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**%SPA\_SRVCS\_ENGINE-5-APP\_MSG\_NOTICE : NULL**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The application running on the service SPA has issued a notice.       |
| <b>Recommended Action</b> | Refer to the software application documentation for more information. |

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**%SPA\_SRVCS\_ENGINE-6-APP\_MSG\_INFO : NULL**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The application running on the service SPA has issued a informational message. |
| <b>Recommended Action</b> | Refer to the software application documentation for more information.          |

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**%SPA\_SRVCS\_ENGINE-7-APP\_MSG\_DEBUG : NULL**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The application running on the service SPA has displayed a debug message. |
| <b>Recommended Action</b> | Refer to the software application documentation for more information.     |

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**SPA\_SRVCS\_IF**

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**%SPA\_SRVCS\_IF-3-SRVCS\_IF\_SW\_ERR : NULL**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The SPA driver detected a software error condition on the SPA card. This might result in improper operation.  |
| <b>Recommended Action</b> | The SPA driver has encountered a software error. Power down and reseal the indicated SPA card. If the problem persists, copy the error message exactly as it appears in the console and open a case with the Technical Assistance Center via the Internet at TAC_CASE_OPEN , or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the <b>show logging</b> , <b>show monitor event-log spa all</b> and <b>show tech-support</b> commands, your troubleshooting logs, and the specific error message. |

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# SPA\_T3E3 through SSLVPMGR

- SPA\_T3E3
- SPA\_UCSE\_IF
- SPECTRUM
- SRP
- SRPMIB
- SRW
- SSL
- SSLMGR
- SSLVPN
- SSLVPMGR

## SPA\_T3E3

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### %SPA\_T3E3-5-BERT : Interface [chars], BERT [chars]

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The spa t3e3 driver processed a BERT task.                        |
| <b>Recommended Action</b> | None, this is just a notification upon completion of a BERT task. |

---



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### %SPA\_T3E3-5-DEF\_SUBRATE : [chars] [chars]

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Remote subrate configuration changed   |
| <b>Recommended Action</b> | Inform the network operator that subrate configuration changed by remote end |

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### %SPA\_T3E3-3-MSGERR : Illegal message type [dec] received for Interface [chars]

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An unknown message was received by RP.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SPA\_T3E3-3-NO\_SSB : [chars]: Failed to get serial subblock.**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Serial subblock pointer is NULL. Internal software error.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SPA\_T3E3-3-SSBINIT : [chars]: Fail to initialize serial IDB**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Most common reason is lack of system memory. Earlier messages might indicate memory allocation failures.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SPA\_T3E3-3-LOVEFAIL : [chars]: failed to send [chars] love letter**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A love letter (status or configuration message) could not be sent.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SPA\_T3E3-5-MSG\_QUEUE\_ERR : [chars]: T3E3 process message queue not initialized.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The T3E3 process message queue is not ready.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. |

**%SPA\_T3E3-5-MSG\_ENQUEUE\_ERR : [chars]: Unable to enqueue message to T3E3 SPA process**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The T3E3 SPA process message queue is full.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. |

**%SPA\_T3E3-5-MSG\_UNEXPECTED\_ERR : [chars]: Unexpected SPA message [dec].**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | SPA has been removed, but still there are outstanding events.     |
| <b>Recommended Action</b> | If the CPU utilization is high, try to reduce the CPU utilization |

**%SPA\_T3E3-4-SUBRATE\_FPGA\_LOAD\_FAILED : [chars] Programming [chars] subrate FPGA failed. The FPGA image is corrupted. One upgrade attempt is made.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The indicated subrate FPGA image is corrupted and programming of FPGA failed. One upgrade attempt will be made to recover from the failure.  |
| <b>Recommended Action</b> | Automatically upgrade the subrate FPGA image uses default FPD Image Package. The package should match the running Cisco IOS release. This can be verified by the use of <b>show upgrade fpd package default</b> command. If subrate FPGA failure persists after upgrade, SPA is disabled. Ensure the package file is intact. |

**%SPA\_T3E3-3-SUBRATE\_FPGA\_LOAD\_FAILED2 : [chars] Programming [chars] subrate FPGA failed. The FPGA image is corrupted. FPD upgrade has been attempted. SPA is shut.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The indicated subrate FPGA image is corrupted even after FPD upgrade. The SPA is disabled until this problem is corrected.   |
| <b>Recommended Action</b> | Verify the correctness of the FPD Image Package. Note that the FPD Image Package used in the upgrade should match the running Cisco IOS release. This can be verified by the use of <b>show upgrade fpd package default</b> command. |

**SPA\_UCSE\_IF****%SPA\_UCSE\_IF-3-UCSE\_IF\_SW\_ERR : NULL**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The module driver detected a software error condition on the module card. This might result in improper operation.  |
| <b>Recommended Action</b> | The module driver has encountered a software error. Power down and reseal the indicated module card. If the problem persists, copy the error message exactly as it appears in the console and open a case with the Technical Assistance Center via the Internet at TAC_CASE_OPEN , or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the <b>show logging, show monitor event-trace spa all</b> and <b>show tech-support</b> commands, your troubleshooting logs, and the specific error message. |

**SPECTRUM****%SPECTRUM-3-EWLC\_EXEC\_ERR : %% Error: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Improper configuration for dual band AP                  |
| <b>Recommended Action</b> | please check the requested configuration against ap type |

**SRP****%SRP-4-RAC\_ALARM : [chars] Side %c [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A physical error condition detected at the indicated RAC |
| <b>Recommended Action</b> | Diagnose and repair the physical error                   |

**%SRP-4-ALARM : [chars] Side %c [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A physical line error condition exists on the indicated network |
| <b>Recommended Action</b> | Diagnose and repair the physical error                          |

**%SRP-3-NULL\_P\_ALARM : Dereferencing NULL pointer [chars] in [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | NULL pointer error condition exists. Some features/commands may not work properly |
| <b>Recommended Action</b> | Please Contact Cisco Systems TAC support  |

**%SRP-3-FALSE\_VAL\_ALARM : [chars] - error in [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | FALSE value returned. Some features/commands may not work properly |
| <b>Recommended Action</b> | Please Contact Cisco Systems TAC support                           |

**%SRP-3-DUP\_MAC\_ADDR : [chars] : Duplicate mac addresses in topology**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The topology contains 1 or more duplicate mac addresses |
| <b>Recommended Action</b> | Identify duplicate address and correct configuration.   |

**%SRP-3-SINGLE\_NODE\_TOPO : [chars] : Single node in topology**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The topology discovery resulted in a single node being found   |
| <b>Recommended Action</b> | This can be due to duplicated mac addresses. Identify mac address of interface and ensure it is not duplicated on other nodes. If the node is in loopback, disregard this message. |

**%SRP-3-RING\_ID\_ERROR : [chars] : Rx side [chars], Tx side of fiber originates on side [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The fiber on the specified side is remotely connected to the wrong side                |
| <b>Recommended Action</b> | Verify that each side A is connected to side B and each side B is connected to side A. |

**%SRP-4-WRAP\_STATE\_CHANGE : [chars] [chars] on side %c ([chars])**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The specified side of the interface is wrapped or unwrapped. |
| <b>Recommended Action</b> | Diagnose the cause of the wrap.                              |

**%SRP-4-SRR\_STATE\_CHANGE : [chars] SRR usage changed ([chars])**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | SRR ring usage is changed using Inner, Outer or Both rings. |
| <b>Recommended Action</b> | Diagnose the cause of the ring usage change.                |

**%SRP-4-SRR\_VER\_MISMATCH : [chars] SRR version mismatch detected.**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | Different SRR version received from other nodes. |
|--------------------|--|

---

**%SRP-4-SRR\_VER\_MISMATCH : [chars] SRR version mismatch detected.**

**Recommended Action**      Update the IOS image on all nodes of the ring to the same SRR version

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**%SRP-1-WRAPPING\_PROCESS\_LOCKED : [chars] The wrap/unwrap state-change process is locked**

**Explanation**              A wrap/unwrap state change process has not come to an end on time.

**Recommended Action**      If message is periodic, issue a shut and no shut on the interface.

---

## SRPMIB

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**%SRPMIB-3-NULL\_P\_ALARM : Dereferencing NULL pointer [chars] in [chars]**

**Explanation**              NULL pointer error condition exists. Some feature/command may not work properly

**Recommended Action**      Please Contact Cisco Systems TAC support

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**%SRPMIB-3-FALSE\_VAL\_ALARM : [chars] - error in [chars]**

**Explanation**              FALSE value returned. Some features/commands may not work properly

**Recommended Action**      Please Contact Cisco Systems TAC support

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## SRW

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**%SRW-7-SRW\_ERROR : [chars]: [hex] [hex] [dec] [dec] [dec] [dec] [hex]**

**Explanation**              An internal software error occurred.

**Recommended Action**      If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SRW-7-SRW\_ERROR2 : [chars]: [hex] [hex] [dec] [dec] [dec] [dec] [hex] [hex] [hex] [hex] [dec]**

**Explanation**              An internal software error occurred.

---

**%SRW-7-SRW\_ERROR2 : [chars]: [hex] [hex] [dec] [dec] [dec] [dec] [hex] [hex] [hex] [hex] [dec]**

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SRW-7-SRW\_ERROR3 : [chars]: [hex] [hex] [dec] [dec] [dec] [dec] [hex] [hex] [hex] [dec] [hex] [dec]**

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SRW-7-BAD\_SRW\_DATA : Bad SRW data ([hex])**

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SRW-7-BAD\_SRW\_MAGIC : Bad SRW magic [hex] @ [hex]**

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

## SSL

**%SSL-3-SSL\_REC\_HDR\_BUF\_OVERFLOW : QFP SSL record header buffer overflow**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Cisco internal software error. QFP SSL record processing detected header buffer overflow condition. The SSL connection will not be functional while this condition exists.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SSL-3-SSL\_STUB : QFP SSL ([chars]) feature executes stub entry in [chars] direction**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Cisco internal software error. QFP SSL feature stub entry got executed. The packet will be dropped.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

## SSLMGR

**%SSLMGR-0-ASYMMETRIC\_KEY\_FAIL : Asymmetric key failure: [chars].**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Asymmetric key failure.   |
| <b>Recommended Action</b> | No action required - forwarding processor (ESP) rebooted automatically. |

**%SSLMGR-0-SYMMETRIC\_KEY\_FAIL : Symmetric key failure: [chars].**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Symmetric key failure.  |
| <b>Recommended Action</b> | No action required - forwarding processor (ESP) rebooted automatically. |

**%SSLMGR-3-N2\_CONTEXT\_FAIL : Context failure: [chars].**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Coprocessor context operation failed due to resource limit |
| <b>Recommended Action</b> | Monitoring required  |

**%SSLMGR-0-N2\_VSERVER\_FAIL : Virtual server context failure: [chars].**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Cryptographic coprocessor critical operation failed. Further data processing on ESP is halted |
| <b>Recommended Action</b> | forwarding processor (ESP) is rebooted automatically. no action needed                        |

**SSLVPN****%SSLVPN-6-RADIUS\_ATTRIBUTE\_TOO\_LONG : Attribute length [dec] is longer than buffer size [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This message indicates that the attribute configured on the Radius server is longer than the allocated buffer size and will be ignored. |
| <b>Recommended Action</b> | Reconfigure the radius attribute with the appropriate length  |

**%SSLVPN-6-INVALID\_RADIUS\_CONFIGURATION : Radius configured [chars] [chars] does not exist**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This message indicates that the name configured on the Radius server, does not match any of the configured names on the gateway <code>/**/ "This message indicates that the HTTP Authentication method configured " /**/ "on the server for the url, is not supported by the gateway"); /**/ msgdef_recommended_action( /**/ "Check the server configuration and reconfigure it"); */</code> |
| <b>Recommended Action</b> | Check the gateway configuration and reconfigure the radius server <code>/**/ "Check the server configuration and reconfigure it"); */</code>   |

**%SSLVPN-6-UNSUPPORTED\_HTTPAUTH\_METHOD : Unsupported HTTP Authentication method configured for url [chars]://[chars][chars] being accessed by user [chars] in context [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | <code>msgdef (UNSUPPORTED_HTTPAUTH_METHOD, SSLVPN, LOG_INFO, 0 , Unsupported HTTP Authentication method configured for url %s://%s%s being accessed by user %s in context %s This message indicates that the HTTP Authentication method configured on the server for the url, is not supported by the gateway</code> |
| <b>Recommended Action</b> | <code>msgdef (UNSUPPORTED_HTTPAUTH_METHOD, SSLVPN, LOG_INFO, 0 , Unsupported HTTP Authentication method configured for url %s://%s%s being accessed by user %s in context %s Check the server configuration and reconfigure it</code>  |

---

**%SSLVPM-6-UNSUPPORTED\_BASIC\_HTTP\_METHOD : Unsupported Basic HTTP method configured for url [chars]://[chars][chars] being accessed by user [chars] in context [chars]**

---

**Explanation** This message indicates that the Basic HTTP method configured on the server for the url, is not supported by the gateway

**Recommended Action** Check the server configuration and reconfigure it

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**%SSLVPM-6-HTTPAUTH\_NTLM\_NEGO\_ERROR : NTLM Negotiation error while doing HTTP authentication for url [chars]://[chars][chars] being accessed by user [chars] in context [chars]**

---

**Explanation** This message indicates that a NTLM negotiation error occurred while doing the HTTP authentication with the the server for the url

**Recommended Action** Check the server configuration and reconfigure it

---



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**%SSLVPM-6-OVERSIZE\_NTLM\_TYPE3\_CREDENTIALS : NTLM Type3 credentials size is larger than supported for url [chars]://[chars][chars] being accessed by user [chars] in context [chars]**

---

**Explanation** This message indicates that the NTLM Type3 credentials size for the url, is larger than what is supported on the gateway

**Recommended Action** Check the server configuration and reconfigure it

---



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**%SSLVPM-6-HTTP\_KEEPALIVE\_DISABLED : HTTP Keepalive is disabled on the server for url [chars]://[chars][chars] being accessed by user [chars] in context [chars]**

---

**Explanation** This message indicates that the HTTP Keepalive is disabled on the server for the url.

**Recommended Action** Check the server configuration and reconfigure it

---



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**%SSLVPM-3-CERT\_GEN\_FAILED : Generation of self-signed certificate failed for Gateway [chars]**

---

**Explanation** This message indicates that generation of self-signed certificate failed

**Recommended Action** Check the server configuration and reconfigure it

---

---

**%SSLVPN-6-CONTEXT\_MAX\_USERS\_LOGIN\_DENIED : Login denied for user [chars]; Max users exceeded for profile [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This message indicates that the user was denied to login because the the max users for the profile has been exceeded |
| <b>Recommended Action</b> | Check the gateway configuration and reconfigure the maximum allowed users in the profile                             |

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**%SSLVPN-6-CONTEXT\_OUT\_OF\_SERVICE : Failed to apply configuration on vaccess ; Context [chars] is made out of service ; [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This message indicates that applying configuration on vaccess failed. This is caused if the configuration is not valid while doing inservice. |
| <b>Recommended Action</b> | Check the configuration before doing inservice of the context.  |

---



---

**%SSLVPN-6-GLOBAL\_MAX\_USERS\_LOGIN\_DENIED : Login denied for user [chars]; Global max users limit reached**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This message indicates that the user was denied to login because the the max users limit reached |
| <b>Recommended Action</b> | To support more users, more sslvpn gateways need to be installed                                 |

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**%SSLVPN-6-WEBVPN\_TUNNEL\_USER\_LOGOUT : User: [chars] has logged out from gateway [chars] context [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A Tunneling user has logged out from the given gateway/context              |
| <b>Recommended Action</b> | The information is used to track user logout events. No action is required. |

---



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**%SSLVPN-5-UPDOWN : sslvpn [chars] : [chars] changed state to [chars]**

---

|                           |                               |
|---------------------------|-------------------------------|
| <b>Explanation</b>        | sslvpn service state changed. |
| <b>Recommended Action</b> | No action is required.        |

---



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**%SSLVPN-5-SSLVPNMGR\_ERROR : [chars] [chars]**

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|                    |                       |
|--------------------|-----------------------|
| <b>Explanation</b> | SSLVPN Manager error. |
|--------------------|-----------------------|

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**%SSLVPN-5-SSLVPNMGR\_ERROR : [chars] [chars]**

**Recommended Action** No action is required.

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**%SSLVPN-6-WEBVPN\_APP\_ACL\_URL : The request( scheme: [chars], host : [chars], port : [dec], path : [chars] ) from user [chars] is [chars] by ACL**

**Explanation** A request is matched with application ACL.

**Recommended Action** No action is required.

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**%SSLVPN-6-WEBVPN\_APP\_ACL\_NET : The request( source ip: [IP\_address], destion ip : [IP\_address] ) from user [chars] is [chars] by ACL**

**Explanation** A request is matched with network ACL.

**Recommended Action** No action is required.

---



---

**%SSLVPN-6-WEBVPN\_SSO\_AUTH\_SUCCESS : Single Sign On session successfully established for user: [chars] in context [chars]**

**Explanation** This message indicates that a Single Sign On session was established for the user

**Recommended Action** The information is used to track Single Sign On events. No action is required.

---



---

**%SSLVPN-6-WEBVPN\_SSO\_AUTH\_REJECT : Single Sign On session establishment failed for user: [chars] in context [chars]**

**Explanation** This message indicates that a Single Sign On session failed for the user

**Recommended Action** The information is used to track Single Sign On events. No action is required.

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**%SSLVPN-6-WEBVPN\_SSO\_SESSION\_FAIL : Single Sign On session creation failed for user: [chars] in context [chars]**

**Explanation** This message indicates that a Single Sign On session creation failed for the user. Session creation can fail for various reasons such as DNS lookup failure, timeouts and retry attempts exceeded

**Recommended Action** The information is used to track Single Sign On events. No action is required.

---

---

**%SSLVPN-5-LOGIN\_AUTH\_PASSED : vw\_ctx: [chars] vw\_gw: [chars] remote\_ip: [IP\_address] user\_name: [chars], Authentication successful, user logged in**

---

**Explanation** This message indicates that login authentication succeeded for user

**Recommended Action** No action is required.

---



---

**%SSLVPN-5-LOGIN\_AUTH\_FAILED : vw\_ctx: [chars] vw\_gw: [chars] remote\_ip: [IP\_address] user\_name: [chars], Failed to contact authentication server**

---

**Explanation** This message is seen when the authentication server is unavailable because it is down or unreachable

**Recommended Action** Verify if routes are configured correctly to reach authentication and the server is configured correctly

---



---

**%SSLVPN-5-LOGIN\_AUTH\_REJECTED : vw\_ctx: [chars] vw\_gw: [chars] remote\_ip: [IP\_address] user\_name: [chars], Failed to authenticate user credentials**

---

**Explanation** This message indicates that authentication server failed to validate credentials provided by the user to login under webvpn context

**Recommended Action** Check username and password configured on authentication server

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**%SSLVPN-5-SESSION\_TERMINATE : vw\_ctx: [chars] vw\_gw: [chars] remote\_ip: [IP\_address] user\_name: [chars] reason: [chars]**

---

**Explanation** This message indicates that user session is terminated due to reason indicated

**Recommended Action** No action is required.

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---

**%SSLVPN-5-SSL\_TLS\_ERROR : vw\_ctx: [chars] vw\_gw: [chars] i\_vrf: [dec] f\_vrf: [dec] status: SSL/TLS connection error with remote at [IP\_address]:[dec]**

---

**Explanation** This message indicates that SSL/TLS connection has encountered error this normally means that either handshake failed or protocol error occurred during life-time of the connection

**Recommended Action** Check certificate and trustpoint configuration in global config mode as well as under webvpn gateway

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**%SSLVPN-5-SSL\_TLS\_CONNECT\_OK : vw\_ctx:[chars]vw\_gw:[chars]i\_vrf:[dec]f\_vrf:[dec] status: SSL/TLS connection successful with remote at [IP\_address]:[dec]**

---

**Explanation** This message indicates that SSL/TLS handshake with peer was successful

**Recommended Action** No action is required.

---



---

**%SSLVPN-5-HTTP\_REQUEST\_NOT\_AUTHORIZED : vw\_ctx:[chars]vw\_gw:[chars]remote\_ip:[IP\_address] status: HTTP request without login cookie resource:[chars]**

---

**Explanation** This message indicates that HTTP request doesn't have valid login cookie and is not authorized to access the resource

**Recommended Action** No action is required.

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**%SSLVPN-1-LICENSE\_EXPIRED : IOS SSLVPN evaluation license has expired**

---

**Explanation** IOS SSLVPN evaluation license has expired and a new license needs to be obtained. Existing user sessions will continue till they are closed and no new sessions will be allowed.

**Recommended Action** Please visit <http://www.cisco.com/go/sslvpn> for instructions on how to obtain a IOS SSLVPN license

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**%SSLVPN-6-LICENSE\_NO\_FREE\_COUNT : All available SSLVPN session licenses are in use**

---

**Explanation** All SSLVPN sessions available per current license are in use. Hence, no additional user sessions can be allowed.

**Recommended Action** To support more users, additional license needs to be purchased. Please visit <http://www.cisco.com/go/sslvpn> for instructions on how to obtain a IOS SSLVPN license

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**%SSLVPN-4-LICENSE\_COUNT\_EXCEEDS\_MAX\_LIMIT : License count of currently installed license exceeds the maximum supported sessions on this platform**

---

**Explanation** License count of currently installed license exceeds the maximum supported sessions on this platform. Excess count will not be utilized.

**Recommended Action** Please collect the output of show license detail command and contact your technical support representative.

---

**%SSLVPN-3-LICENSE\_NO\_LICENSE : No valid license is available to use IOS SSLVPN service**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | IOS SSLVPN service is a licensed feature on this platform. It will not be functional until a valid license is installed.                        |
| <b>Recommended Action</b> | Please visit <a href="http://www.cisco.com/go/sslvpn">http://www.cisco.com/go/sslvpn</a> for instructions on how to obtain a IOS SSLVPN license |

**SSLVPMGR****%SSLVPMGR-5-LOGIN\_AUTH\_FAILED : Failed to contact authentication server. [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Authentication server is unavailable because it is down or unreachable                                   |
| <b>Recommended Action</b> | Verify if routes are configured correctly to reach authentication and the server is configured correctly |

**%SSLVPMGR-5-LOGIN\_AUTH\_REJECTED : Failed to authenticate user credentials. [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Authentication server failed to validate credentials provided by the user to login under webvpn context |
| <b>Recommended Action</b> | Check username and password configured on authentication server   |

**%SSLVPMGR-6-CONTEXT\_MAX\_USERS\_LOGIN\_DENIED : Authentication successful, user logged in. [chars]Session terminated. [chars]HTTP request without login cookie. [chars>Login denied for user [chars]. Max users exceeded for context [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This message indicates that login authentication succeeded for user SSLVPN session was terminated This message indicates that HTTP request doesn't have valid login cookie and is not authorized to access the resource This message indicates that user was denied to login because the the max users for the context has been exceeded |
| <b>Recommended Action</b> | Check the gateway configuration and reconfigure the maximum allowed users in the context   |

## SSLVPN\_PROXY through SWITCH

- [SSLVPN\\_PROXY](#)
- [SSSMGR](#)
- [STACKMGR](#)
- [STILE](#)

- STILE\_CLIENT
- STILE\_PROXY
- STP\_ISSU
- STUN
- SUBSYS
- SWITCH

## SSLVPN\_PROXY

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### **%SSLVPN\_PROXY-2-PROXY\_IPC\_INIT\_FAILED : QFP SSLVPN Proxy IPC interface initialization failure (result: [dec]).**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Cisco internal software error. QFP SSLVPN Proxy initialization detected that the IPC interface initialization failed. QFP SSLVPN proxy will not be functional while this condition exists.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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### **%SSLVPN\_PROXY-3-PROXY\_BAD\_MSG : QFP SSLVPN Proxy received bad length message type [dec]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Cisco internal software error. QFP SSLVPN Proxy received a corrupted message from control plane. This message will be ignored.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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### **%SSLVPN\_PROXY-3-PROXY\_INV\_MSG : QFP SSLVPN Proxy received invalid message type [dec]**

---

|                    |   |
|--------------------|---|
| <b>Explanation</b> | Cisco internal software error. QFP SSLVPN Proxy received an invalid message from control plane. This message will be ignored. |
|--------------------|---|

**%SSLVPN\_PROXY-3-PROXY\_INV\_MSG : QFP SSLVPN Proxy received invalid message type [dec]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SSLVPN\_PROXY-3-PROXY\_IPC\_ALLOC\_FAILED : QFP SSLVPN Proxy [chars] message lost due to message buffer allocation failure.**

**Explanation** Cisco internal software error. QFP SSLVPN Proxy message processing detected a message buffer allocation failure. The message is lost as the result of this condition.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SSLVPN\_PROXY-3-PROXY\_IPC\_SEND\_FAILED : QFP SSLVPN Proxy [chars] message lost due to message sent failure (result: [dec]).**

**Explanation** Cisco internal software error. QFP SSLVPN Proxy message processing detected a message sent failure. The message is lost as the result of this condition.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SSLVPN\_PROXY-4-PROXY\_CRYPTO\_CTX\_REQ\_FAIL : QFP SSLVPN Proxy failed to replenish hardware context handles., MSGDEF\_LIMIT\_SLOW**

**Explanation** Cisco internal software error. QFP SSLVPN Proxy message processing detected out-of-resource condition and cannot replenish hardware context handles. QFP SSLVPN will not be functional properly while this condition exist.

---

**%SSLVPN\_PROXY-4-PROXY\_CRYPTO\_CTX\_REQ\_FAIL : QFP SSLVPN Proxy failed to replenish hardware context handles., MSGDEF\_LIMIT\_SLOW**


---

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SSLVPN\_PROXY-3-PROXY\_SSL\_CTX\_MEM\_REQ\_FAIL : QFP SSLVPN Proxy failed to repleneish SSL context memory., MSGDEF\_LIMIT\_SLOW**


---

**Explanation** Cisco internal software error. QFP SSLVPN Proxy message processing detected leaking of SSL context memory condition. QFP SSLVPN will not be functional properly while this condition exist.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SSLVPN\_PROXY-3-PROXY\_CRYPTO\_CTX\_MEM\_REQ\_FAIL : QFP SSLVPN Proxy failed to repleneish crypto context memory., MSGDEF\_LIMIT\_SLOW**


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**Explanation** Cisco internal software error. QFP SSLVPN Proxy message processing detected leaking of crypto context memory condition. QFP SSLVPN will not be functional properly while this condition exist.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**SSSMGR****%SSSMGR-3-NULL\_FSM\_CONTEXT : Encountered a NULL SSS Mgr context in [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Encountered a NULL context in SSS Manager.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SSSMGR-3-INVALID\_FSM\_STATE : Encountered an invalid SSS Mgr state [dec] in [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal SSS Manager error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SSSMGR-3-INIT : Initialisation failure, [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal SSS Manager error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SSSMGR-3-MEMORY\_LOW : Memory low ([dec] times), disconnecting session**

|                    |                                 |
|--------------------|---------------------------------|
| <b>Explanation</b> | Required memory is running low. |
|--------------------|---------------------------------|

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**%SSSMGR-3-MEMORY\_LOW : Memory low ([dec] times), disconnecting session**

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|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

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**%SSSMGR-3-RESOURCE\_OVERFLOW : Resource overflow**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A fixed size system resource has been exceeded.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-3-NULL\_INFO\_STRING : Received a NULL info string value.**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal SSS Manager error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-3-UNEXPECTED\_SIP\_INFO : Encountered an unexpected SIP info: [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Encountered an unexpected SIP info.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-3-INVALID\_INFO\_TYPE : Received an INVALID info type value ([dec]).**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal SSS Manager error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-3-INVALID\_SERVICE\_TYPE : Received an INVALID service type ([dec])[chars].**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal SSS Manager error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-3-INFO\_TYPE\_NO\_COPY\_VECTOR : info type has no copy vector ([dec]).**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal SSS Manager error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-3-DYNAMIC\_UPDATE\_NOT\_SUPPORTED : [[dec]] Dynamic session updates not allowed on this [chars] session. It is an unsupported configuration.**

---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | Updates on these sessions not supported. This is an unsupported configuration. |
|--------------------|--|

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**%SSSMGR-3-DYNAMIC\_UPDATE\_NOT\_SUPPORTED : [[dec]] Dynamic session updates not allowed on this [chars] session. It is an unsupported configuration.**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

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**%SSSMGR-3-UNEXPECTED\_MSG : Encountered an unexpected message: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Encountered an unexpected message.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-5-IFCFG\_NOTALLWED\_IN\_SVC : Interface-config not allowed at service config level, ignoring**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Interface-config attribute is not allowed while in a service profile. It is only supported in user profiles. |
| <b>Recommended Action</b> | Remove interface-config attribute from the service profile and reconfigure using a user profile.             |

---



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**%SSSMGR-3-UNSUPPORTED\_CFG : Unsupported configuration detected: [uid: [int]] [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Unsupported configuration detected.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-5-UNSUPPORTED\_CFG\_NOTICE : Unsupported configuration detected, [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The value of the specified configuration parameter was out of range. This is not considered an error as the value was adjusted to be within the supported range. Update the configuration source to a value within the supported range to avoid this message. |
| <b>Recommended Action</b> | No action is required.  |

**%SSSMGR-3-ERROR\_RESOURCE\_OVERFLOW : Resource overflow**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A fixed size system resource has been exceeded.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SSSMGR-4-WARN\_RESOURCE\_ABOVE\_WM : Resource above watermark**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A fixed size system resource is above watermark.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SSSMGR-3-SBINIT : Error initializing [chars] subblock data structure. [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Initialization of the specified subblock data structure could not be accomplished.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SSSMGR-5-BB\_LICENSE\_REQUEST\_SENT : Broadband license request sent for [int] license with configured license count [int]**

---

**Explanation**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

---

---

**%SSSMGR-5-BB\_LICENSE\_PROCUREMENT\_SUCCESS : Successfully procured [int] BroadBand licenses**

---

**Explanation**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

---

---

**%SSSMGR-5-BB\_LICENSE\_PROCUREMENT\_FAILURE : Failed to procure [int] BroadBand licenses**

---

**Explanation**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SSSMGR-5-BB\_LICENSE\_RELEASE\_SUCCESS : Successfully released all BroadBand licenses**

---

**Explanation**

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**%SSSMGR-5-BB\_LICENSE\_RELEASE\_SUCCESS : Successfully released all BroadBand licenses**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SSSMGR-5-BB\_LICENSE\_RELEASE\_FAILURE : Failed to release all BroadBand licenses****Explanation**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

---

**STACKMGR**

---

**%STACKMGR-6-DISC\_START : [chars] [dec] is starting stack discovery.**

**Explanation** The specified switch is starting stack discovery.

**Recommended Action** No action is required

---



---

**%STACKMGR-6-DISC\_DONE : [chars] [dec] has finished stack discovery.**

**Explanation** The specified switch has completed stack discovery and is moving to the election phase.

**Recommended Action** No action is required

---



---

**%STACKMGR-6-SWITCH\_REMOVED : [chars] [dec] has been removed from the stack.**

**Explanation** The specified switch has been removed from the stack.

**Recommended Action** No action is required

---

---

**%STACKMGR-6-CHASSIS\_REMOVED : [chars] [dec] has been removed from the stack.**

---

**Explanation** The specified chassis has been removed from the stack.**Recommended Action** No action is required

---

---

**%STACKMGR-6-SWITCH\_ADDED : [chars] [dec] has been added to the stack.**

---

**Explanation** The specified switch has been added to the stack.**Recommended Action** No action is required

---

---

**%STACKMGR-6-CHASSIS\_ADDED : [chars] [dec] has been added to the stack.**

---

**Explanation** The specified chassis has been added to the stack.**Recommended Action** No action is required

---

---

**%STACKMGR-6-ACTIVE\_READY : Active [chars] [dec] is ready.**

---

**Explanation** The active switch is ready.**Recommended Action** No action is required

---

---

**%STACKMGR-6-ACTIVE\_ELECTED : [chars] [dec] has been elected ACTIVE.**

---

**Explanation** The specified switch has been elected active.**Recommended Action** No action is required

---

---

**%STACKMGR-6-STANDBY\_ELECTED : [chars] [dec] has been elected STANDBY.**

---

**Explanation** The specified switch has been elected standby.**Recommended Action** No action is required

---

**%STACKMGR-6-SWITCH\_READY : [chars] [dec] is ready.**

|                           |                                |
|---------------------------|--------------------------------|
| <b>Explanation</b>        | The specified switch is ready. |
| <b>Recommended Action</b> | No action is required          |

**%STACKMGR-6-CHASSIS\_READY : [chars] [dec] is ready.**

|                           |                                 |
|---------------------------|---------------------------------|
| <b>Explanation</b>        | The specified chassis is ready. |
| <b>Recommended Action</b> | No action is required           |

**%STACKMGR-1-RELOAD\_REQUEST : Received reload request for [chars], reason [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The specified switches are being reloaded. |
| <b>Recommended Action</b> | No action is required                      |

**%STACKMGR-1-RELOAD : Reloading due to reason [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The specified switch has received a reload request and is being reloaded. |
| <b>Recommended Action</b> | No action is required   |

**%STACKMGR-1-FATAL\_ERR : Stack manager encountered an unrecoverable error. [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The stack manager process has encountered an unrecoverable error and the switch is being reloaded.   |
| <b>Recommended Action</b> | Please ensure valid switch numbers are being used. If you still believe there is an error in the system, please send the system report to a TAC representative |

**%STACKMGR-6-STACK\_LINK\_CHANGE : Stack port [dec] on [chars] [dec] is [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The specified stack port has changed status. |
| <b>Recommended Action</b> | No action is required                        |

**%STACKMGR-1-STACK\_MERGE\_IGNORE : Stack Merge Ignored [chars]**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | Switch detected multiple Active switches. But stack-merge is being ignored. |
|--------------------|---|

---

**%STACKMGR-1-STACK\_MERGE\_IGNORE : Stack Merge Ignored [chars]**

**Recommended Action** No action is required

---

---

**%STACKMGR-1-DUAL\_ACTIVE\_CFG\_MSG : Dual Active Detection [chars]**

**Explanation** Switch detected availability or unavailability of Dual Active Detection ports.  
**Recommended Action** No action is required

---

---

**%STACKMGR-1-EPA\_MISMATCH : [chars]. The mis-match may caused by hardware failure or different EPA types.**

**Explanation** The Standby EPA mismatch with Active EPA.  
**Recommended Action** Need to make them match

---

---

**%STACKMGR-1-LIC\_MISMATCH : License level is [chars] and needs to be upgraded to [chars] for Stackwise Virtual to function.**

**Explanation** Current Licnese level on active switch does not support Stackwise Virtual.  
**Recommended Action** Need to be upgraded to supported license level

---

**STILE**

---

**%STILE-4-STATIC\_SLINK\_ALLOC\_FAILED : Memory resources exhausted to configure custom/sub protocol, MSGDEF\_LIMIT\_GLACIAL**

**Explanation** This message indicates that current user configuration could not be activated because of unavailability of memory resources. The NBAR cannot classify packets for this new protocol configured.  
**Recommended Action** The memory resource exhaustion is happening because too many port range based protocols are configured by the user. Recommended action is to avoid very large range of ports.

---

---

**%STILE-3-PDL\_DEBUG : Action action\_print is supported only in pdl debug mode. Text = [chars] Value = [hex]**

**Explanation** print action output

---

---

**%STILE-3-PDL\_DEBUG : Action action\_print is supported only in pdl debug mode. Text = [chars] Value = [hex]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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---

**%STILE-3-NBAR\_DEBUG\_REG\_FAILED : [dec]**

**Explanation** NBAR Conditional debugging registration failed.

**Recommended Action**

---



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**%STILE-3-VM\_ERRORS : STILE VM traceback with cause: \*[chars]\*, please see FP log for more information**

**Explanation**

**Recommended Action**

---

## STILE\_CLIENT

---

**%STILE\_CLIENT-4-MAX\_LINK\_TOUCH\_WARN : NBAR number of [chars] threshold is reached, can't allocate more memory for [chars].**

**Explanation** Because of non-availability of flow links new traffic flows may not be classified properly

**Recommended Action** No action is required.

---



---

**%STILE\_CLIENT-4-MAX\_LINK\_TOUCH\_CLEAR : NBAR number of [chars] has declined below its threshold, links are available for [chars].**

**Explanation** After NBAR was in links shortage, the number of links has declined below its threshold. New traffic flows will be classified properly

**Recommended Action** No action is required.

---

---

**%STILE\_CLIENT-4-NBAR\_MEMORY\_BOUNDARY\_TOUCH\_WARN : NBAR reached maximum configured memory utilization. Can't allocate more memory for [chars].**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Because of NBAR memory shortage new flows may not be classified properly   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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---

**%STILE\_CLIENT-4-NBAR\_MEMORY\_BOUNDARY\_TOUCH\_CLEAR : NBAR memory utilization has declined below its threshold, memory is available for [chars].**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | After NBAR was in memory shortage, memory utilization has declined below its threshold New traffic flows will be classified properly   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%STILE\_CLIENT-4-SYS\_FREE\_MEMORY\_LOW\_WATERMARK\_TOUCH\_WARN : System free memory has reached its lower watermark. Can't allocate more memory for [chars].**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Because of system memory shortage new flows may not be classified properly   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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---

**%STILE\_CLIENT-4-SYS\_FREE\_MEMORY\_LOW\_WATERMARK\_TOUCH\_CLEAR : System free memory has increased above its lower watermark, memory is available for [chars].**

---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | After system memory was in shortage, free memory has increased above its lower watermark New traffic flows will be classified properly |
|--------------------|--|

---

**%STILE\_CLIENT-4-SYS\_FREE\_MEMORY\_LOW\_WATERMARK\_TOUCH\_CLEAR : System free memory has increased above its lower watermark, memory is available for [chars].**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%STILE\_CLIENT-4-NBAR\_NOT\_ENOUGH\_STATIC\_MEMORY : NBAR does not have enough memory to be activated.**

**Explanation** System does not have enough free memory to allow activation of NBAR

**Recommended Action** No action is required.

---



---

**%STILE\_CLIENT-4-NBAR\_ACTIVATION\_FAILED : NBAR activation process has failed with errcode [dec].**

**Explanation** Activation of NBAR has failed. the cause is provided through the error code from cerrno.h

**Recommended Action** No action is required.

---



---

**%STILE\_CLIENT-4-NBAR\_GENERAL\_FAILED : An error occurred, with errcode [dec].**

**Explanation** An error occurred, will not handle the messages, wait for deactivate the cause is provided through the error code from cerrno.h

**Recommended Action** No action is required.

---

## STILE\_PROXY

---

**%STILE\_PROXY-3-IPC\_OPEN\_REPLY : IPC Open Reply failed, request [int]**

**Explanation** For a request from upper STILE software stack layers it was not possible to open the reply buffer. The consequence of this could be a stuck binding that cannot be established etc. In rare cases this could also affect other operations such as feature activation.

**Recommended Action** This is normally a software issue. LOG\_STD\_ACTION

---

---

**%STILE\_PROXY-3-IPC\_NORES : No space for the IPC reply, size [int]**

---

**Explanation** For a request from upper STILE software stack layers it was not possible to allocate space for a reply for the specified size. The consequence of this could be a stuck binding that cannot be established etc. In rare cases this could also affect other operations such as feature activation.

**Recommended Action** This is normally a software issue. LOG\_STD\_ACTION

---



---

**%STILE\_PROXY-3-IPC\_UNHANDLED : type [dec]**

---

**Explanation** An unknown message was received by the STILE Client Proxy.

**Recommended Action** LOG\_STD\_ACTION

---



---

**%STILE\_PROXY-3-SLINK\_MEM\_REQ\_FAILED :**

---

**Explanation** IPC Failure occurred when attempting to request more stile link memory.

**Recommended Action** LOG\_STD\_ACTION

---



---

**%STILE\_PROXY-3-PROXY\_SLINK\_MEM\_EXTEND\_FAILED :**

---

**Explanation** Increasing of stile slink pool failed.

**Recommended Action** LOG\_STD\_ACTION

---



---

**%STILE\_PROXY-3-PROXY\_IPC\_SEND\_FAILED : IPC send msg for [chars] [dec] failed**

---

**Explanation** IPC failed to reply

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

---

**STP\_ISSU****%STP\_ISSU-2-INIT : STP ISSU client initialization failed to [chars]. Error: [dec] ([chars])**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The STP ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%STP\_ISSU-3-TRANSFORM\_FAIL : STP ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The STP ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the STP state between the active device and the standby device is not identical. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id> and show issu negotiated version <session_id>)   |

**%STP\_ISSU-3-MSG\_NOT\_OK : STP ISSU client 'Message Type [dec]' is not compatible**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The STP ISSU client received an incompatible message from the peer device. The message cannot be processed.                                 |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu message group <client_id> and show issu session <client_id> and show issu negotiated version <session_id>) |

**%STP\_ISSU-3-MSG\_SIZE : STP ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The STP ISSU client failed to calculate the MTU for the specified message. The STP ISSU client is not able to send the message to the standby device. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu message group <client_id> and show issu session <client_id> and show issu negotiated version <session_id>)           |

---

**%STP\_ISSU-3-INVALID\_SESSION : STP ISSU client does not have a valid registered session.**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | STP ISSU client does not have a valid registered session.   |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>) |

---



---

**%STP\_ISSU-2-SESSION\_REGISTRY : STP ISSU client failed to register session information. Error: [dec] ([chars])**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The STP ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>)                   |

---



---

**%STP\_ISSU-3-SESSION\_UNREGISTRY : STP ISSU client failed to unregister session information. Error: [dec] ([chars])**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The STP ISSU client failed to unregister session information.  |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id> and show issu negotiated capability <session_id>) |

---



---

**%STP\_ISSU-2-SESSION\_NEGO : STP ISSU client encountered unexpected client nego\_done. Error: [dec] ([chars])**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An ISSU-compliant client transitions through a series of internal states. The STP ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu session <client_id> and show issu negotiated capability <session_id>)  |

---



---

**%STP\_ISSU-2-SEND\_NEGO\_FAILED : STP ISSU client failed to send negotiation message. Error: [dec] ([chars])**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The STP ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show logging and show checkpoint client)   |

---

---

**%STP\_ISSU-2-SESSION\_ARBITRATE : STP ISSU client failed to register arbitrate callback. Error: [dec] ([chars])**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The STP ISSU client failed to register arbitrate callback. If a problem occurs with the callback registration, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>)              |

---



---

**%STP\_ISSU-2-GET\_BUFFER : STP ISSU client failed to get buffer for message. Error: [dec] ([chars])**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | STP ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show logging and show checkpoint client)   |

---



---

**%STP\_ISSU-3-INVALID\_CAPABILITY : STP ISSU client: invalid capability list**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | STP ISSU client observed an error during capability negotiaiton. When this error happens there is a mismatch in the client capability between the active and standby unit. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>)                        |

---



---

**%STP\_ISSU-3-REJECTED\_CAPABILITY : STP ISSU client rejected capability '[chars]'**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | STP ISSU client rejected a capability during negotiaiton. When this error happens there is a mismatch in the client capability between the active and standby unit. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>)                 |

---



---

**%STP\_ISSU-3-REJECTING\_CAPABILITY : STP ISSU client rejecting capability '[chars]'**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | STP ISSU client is rejecting a capability during negotiaiton. When this error happens there is a mismatch in the client capability between the active and standby unit. |
| <b>Recommended Action</b> | LOG_STD_SH_CMD_ACTION( show issu capability entries <client_id> and show issu session <client_id> and show issu negotiated capability <session_id>)                     |

---



---

**%STP\_ISSU-3-POLICY\_NOT\_SUPPORTED : STP ISSU client does not support Message Type [dec]**


---

|                    |   |
|--------------------|---|
| <b>Explanation</b> | STP ISSU client received an message type which it does not support. The policy is applied to make the session incompatible. |
|--------------------|---|

---

---

**%STP\_ISSU-3-POLICY\_NOT\_SUPPORTED : STP ISSU client does not support Message Type [dec]**

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION(show issu session <client\_id>)

---

**STUN**

---

**%STUN-4-DUPROUTE : Cannot define duplicate route on the same group**

---

**Explanation** This route command is defined on another interface belonging to the same group. Cannot define duplicate route on the same group

**Recommended Action** Consider defining a new group and moving this interface onto that group

---

---

**%STUN-4-PEERSTATE : Peer [chars], wrong state [dec] ([dec])**

---

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%STUN-3-BADMAGIC : [chars]: wrong magic, mine [hex], theirs [hex] ([dec])**

---

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

---

---

**%STUN-3-BADMAGICTCP : [chars]: peer [chars], wrong magic, mine [hex], theirs [hex]**

---

**Explanation** An internal software error occurred.

---

**%STUN-3-BADMAGICTCP : [chars]: peer [chars], wrong magic, mine [hex], theirs [hex]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**%STUN-3-BADLENOP : [chars]: bad len or unknown op, op [dec], len [dec]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%STUN-6-TCPPEERSHUT : [chars] [chars], [IP\_address]([dec])**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This route closed a STUN connection with a remote peer.  |
| <b>Recommended Action</b> | Examine this router to see why it closed this connection with this peer. (This can be caused by normal events, such as reconfiguration.) |

**%STUN-3-CONNILLSTATE : CONN: Peer [chars], illegal state [dec]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%STUN-3-BADCONN : CONN: bad connection ([dec]), peer: [chars]**

|                    |                                      |
|--------------------|--------------------------------------|
| <b>Explanation</b> | An internal software error occurred. |
|--------------------|--------------------------------------|

---

**%STUN-3-BADCONN : CONN: bad connection ([dec]), peer: [chars]**

---

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%STUN-4-ERR : [chars]: [chars]: [chars], op [hex], len [dec]**

---

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%STUN-3-SENDPUNT : [chars]: sent [chars] to [chars]**

---

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%STUN-3-SENDPUNTTCP : [chars]: sent [chars] to ([[int]])IP\_address]**

---

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>) . Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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---

**%STUN-6-OPENING : CONN: opening peer [chars], [dec]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior. |
| <b>Recommended Action</b> | No action is required.   |

---



---

**%STUN-6-CONNOPENFAIL : CONN: peer [chars] open failed, [chars] [[int]]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An attempt to connect to a remote TCP STUN peer failed.  |
| <b>Recommended Action</b> | Verify that the remote peer is accessible from this router, that it is running software capable of supporting STUN, and that it is configured correctly. |

---



---

**%STUN-3-BADPASSIVEOPEN : passive open from [IP\_address]([dec]) -> [dec] failed**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An internal software error occurred.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%STUN-6-PASSIVEOPEN : passive open [IP\_address]([dec]) -> [dec]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior. |
| <b>Recommended Action</b> | No action is required.   |

---



---

**%STUN-6-TCPFINI : peer [chars] closed [previous state [chars]]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A remote peer closed a STUN connection with this router.  |
| <b>Recommended Action</b> | Examine the other router to see why it closed this connection with this peer. (This can be caused by normal events, such as reconfiguration.) |

---

---

**%STUN-6-PEERSHUTDOWN : shutting down peer [chars] on [chars]**

---

**Explanation** A connection to a remote peer is being shut down. This is typically the result of user intervention in STUN reconfiguration or disabling. This is good, expected behavior.

**Recommended Action** No action is required.

---

---

**%STUN-6-OPENED : [chars]: peer [chars] opened, [previous state [chars]]**

---

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** No action is required.

---

---

**%STUN-3-NOINPIDB : Input idb not set**

---

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%STUN-6-RECONNECT : PHDR: reconnect from peer [chars]**

---

**Explanation** A remote peer reestablished a connection to this router.

**Recommended Action** No action is required.

---

---

**%STUN-2-NOBUF : Interface [chars], no buffer available to [chars]**

---

**Explanation** A memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

**Recommended Action** Reconfigure the STUN group. If memory shortages persist, call your Cisco technical support representative for assistance.

---

**%STUN-2-NOTGI : Please remove and redefine protocol group [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An internal error occurred. The configuration is irregular.   |
| <b>Recommended Action</b> | Remove and reconfigure the STUN protocol group. Record the configuration and call your Cisco technical support representative for assistance. |

**%STUN-2-NOMEMORY : No memory available: [chars]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The requested operation failed because of a low memory condition.   |
| <b>Recommended Action</b> | Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. |

**SUBSYS****%SUBSYS-2-BADVERSION : Bad subsystem version number ([dec]) - ignoring subsystem**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A software consistency check failed.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SUBSYS-2-MISMATCH : Kernel and subsystem version differ ([dec].[dec]) - ignoring subsystem**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A software consistency check failed.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SUBSYS-2-BADCLASS : Bad subsystem class ([dec]) - ignoring subsystem**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A software consistency check failed.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SUBSYS-2-BADSEQUENCE : Subsystem ([chars]) has cross-class sequence for ([chars])**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A software or hardware error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SUBSYS-2-RECURSION : Maximum sequence depth exceeded ([dec]) by ([chars])**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A software or hardware error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SUBSYS-2-NOTFOUND : Subsystem ([chars]) needs subsystem ([chars]) to start**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | A software consistency check failed.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative. |

**%SUBSYS-3-PAGEZERO : The [chars] class subsystem [chars] was being initialized.**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | In all Cisco products the first 256 bytes of memory is unused and off limits. Newer platforms have hardware to immediately trap reads or writes to this area. Older platforms periodically perform checks on this memory. This message appears only on older platforms and indicates that this off limits memory area was modified. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative.   |

**%SUBSYS-3-NOAPIHOOK : The API [chars] has no lookup hook for subsystems.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This process uses the named API, but the process initialization code could not find the subsystem-initialization hook for this API. Process initialization cannot proceed without all hooks being present. |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative, along with output from 'show tech'.  |

**%SUBSYS-3-UNORDERED : The subsys class [dec]([chars]) has no initialization order.**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The specified class subsystem has an unknown initialization order.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears, and report it to your technical support representative, along with output from 'show tech'. |

**%SUBSYS-4-MALLOC : Class [chars], subsys [chars], bytes [int], malloc [dec]**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This message is only for tracking malloc/free in a subsys init. |
| <b>Recommended Action</b> | For development debugging only.                                 |

**SWITCH****%SWITCH-1-NOMEMORY : msgtxt\_nomemory**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The CPU was unable to access the memory it needs to carry out its functions. Here are some possible causes. The network is large, requiring a lot of memory for routing tables, and so on. The router configuration has many features enabled, each of which require a certain amount of memory. A software error (memory leak) exists. |
| <b>Recommended Action</b> | Reduce system activity to ease the memory demand, or upgrade to a larger memory configuration.  |

**SWITCH\_L2M through TAR\_FS**

- SWITCH\_L2M
- SWPORT
- SWPORT\_PROXY
- SW\_MATM
- SW\_MGR
- SW\_VLAN
- SYS
- SYSPLAT
- TAC
- TAR\_FS

**SWITCH\_L2M****%SWITCH\_L2M-3-INIT\_FAILED : Initialization of the SVI feature in QFP failed**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Initialization of the SWITCH_L2M feature in the QFP failed. This indicates a software failure.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SWITCH\_L2M-3-ALLOC\_FAILED : Allocation of [chars] memory failed for SWITCH\_L2M feature in QFP**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Allocation of memory by the QFP SWITCH_L2M feature microcode failed. The name of the memory chunk is specified in the message. This indicates a software failure   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SWITCH\_L2M-3-PKT\_REPLICA\_INIT\_FAILED : Failed to register with generic packet replication for SWITCH\_L2M feature in QFP**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | SWITCH_L2M initialization of packet replication registration failed.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**SWPORT****%SWPORT-3-INIT\_FAILED : Initialization of the SWPORT feature in QFP failed**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Initialization of the SWPORT feature in the QFP failed. This indicates a software failure.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SWPORT-3-ALLOC\_FAILED : Allocation of [chars] memory failed for SWPORT feature in QFP**

|                    |  |
|--------------------|--|
| <b>Explanation</b> | Allocation of memory by the QFP SWPORT feature microcode failed. The name of the memory chunk is specified in the message. This indicates a software failure |
|--------------------|--|

**%SWPORT-3-ALLOC\_FAILED : Allocation of [chars] memory failed for SWPORT feature in QFP**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**SWPORT\_PROXY****%SWPORT\_PROXY-3-SWPORT\_MEM\_REQ\_FAILED : SWPORT IPC subtype: [dec]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Requesting more memory failed.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SWPORT\_PROXY-3-SWPORT\_MEM\_EXTEND\_FAILED : SWPORT IPC subtype: [dec]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Extending memory failed.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SWPORT\_PROXY-4-PROXY\_INVALID\_MSG\_LEN : QFP SWPORT Proxy IPC invalid length, [dec]:[dec] len [dec] flags [hex] source [dec]**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | Cisco internal software error. QFP SWPORT Proxy received invalid IPC message length from control plane. This message will be ignored. |
|--------------------|---|

---

**%SWPORT\_PROXY-4-PROXY\_INVALID\_MSG\_LEN : QFP SWPORT Proxy IPC invalid length, [dec]:[dec] len [dec] flags [hex] source [dec]**


---

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SWPORT\_PROXY-4-PROXY\_INVALID\_MSG : QFP SWPORT Proxy received invalid message type [dec]**


---

**Explanation** Cisco internal software error. QFP SWPORT Proxy received an invalid message from control plane. This message will be ignored.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SWPORT\_PROXY-2-PROXY\_IPC\_INIT\_FAILED : QFP SWPORT Proxy IPC interface initialization failure (result: [dec]).**


---

**Explanation** Cisco internal software error. QFP SWPORT Proxy initialization detected that the IPC interface initialization failed. QFP SWPORT proxy will not be functional while this condition exists.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SWPORT\_PROXY-3-PROXY\_BAD\_MSG : QFP SWPORT Proxy received bad length message type [dec]**


---

**Explanation** Cisco internal software error. QFP SWPORT Proxy received a corrupted message from control plane. This message will be ignored.

---

**%SWPORT\_PROXY-3-PROXY\_BAD\_MSG : QFP SWPORT Proxy received bad length message type [dec]**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

**%SWPORT\_PROXY-3-PROXY\_IPC\_ALLOC\_FAILED : QFP SWPORT Proxy [chars] message lost due to message buffer allocation failure.**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Cisco internal software error. QFP SWPORT Proxy message processing detected a message buffer allocation failure. The message is lost as the result of this condition.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**%SWPORT\_PROXY-3-PROXY\_IPC\_SEND\_FAILED : QFP SWPORT Proxy [chars] message lost due to message sent failure (result: [dec]).**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Cisco internal software error. QFP SWPORT Proxy message processing detected a message sent failure. The message is lost as the result of this condition.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

**SW\_MATM****%SW\_MATM-4-MACFLAP\_NOTIF : Host [enet] in [chars] [dec] is flapping between port [chars] and port [chars]**

|                    |   |
|--------------------|---|
| <b>Explanation</b> | The system has found the specified host moving between the specified ports. |
|--------------------|---|

---

**%SW\_MATM-4-MACFLAP\_NOTIF : Host [enet] in [chars] [dec] is flapping between port [chars] and port [chars]**

**Recommended Action** Check the network for possible loops.

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**%SW\_MATM-4-WIRELESS\_MAC\_MOVE\_NOTIF : Host [enet] moving from Port [chars] to Port [chars] as wireless entry**

**Explanation** The system has found the specified host moving between the specified ports. The host transitioned from wired to wireless.

**Recommended Action** Check that this move does not happen too often

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**%SW\_MATM-4-WIRELESS\_MAC\_MOVE\_DENY\_NOTIF : Host [enet] moving from Port [chars] to Port [chars] as wired entry not allowed**

**Explanation** The system has found the specified host moving between the specified ports. The host transition from wireless to wired not allowed.

**Recommended Action** Check that this move does not happen too often

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## SW\_MGR

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**%SW\_MGR-3-INVALID\_HANDLE : Segment Manager Error - Invalid [chars] handle - [dec].**

**Explanation** A Connection Manager error occurred due to a invalid handle.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SW\_MGR-3-INVALID\_SEGMENT : Segment Switch Manager Error - Invalid segment - [chars].**

**Explanation** A Segment Switch Manager error occurred due to a invalid segment.

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**%SW\_MGR-3-INVALID\_SEGMENT : Segment Switch Manager Error - Invalid segment - [chars].**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SW\_MGR-3-CM\_ERROR\_CLASS : Connection Manager Error: Class [chars]: - [chars].**

**Explanation** A Segment Switch Connection Manager error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SW\_MGR-3-CM\_ERROR : Connection Manager Error - [chars].**

**Explanation** A Segment Switch Connection Manager error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%SW\_MGR-3-SM\_ERROR : Segment Manager Error - [chars].**

**Explanation** A Segment Manager error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SW\_MGR-3-FHM\_ERROR : SSM Feature Handler Manager Error - [chars].**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A Feature Handler Manager error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_MGR-3-CM\_ERROR\_FEATURE\_CLASS : Connection Manager Feature Error: Class [chars]: ([chars]) - [chars].**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A Segment Switch Connection Manager feature error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_MGR-3-CM\_ERROR\_FEATURE : Connection Manager Feature Error: ([chars]) - [chars].**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A Segment Switch Connection Manager feature class error occurred.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_MGR-3-SSM\_SEG\_ISSU : SSM Segment ISSU: [chars] not supported.**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | ISSU of this SSM Segment is not supported. |
| <b>Recommended Action</b> | No action is required.                     |

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**%SW\_MGR-3-XDRREGISTRATION : XDR failed to register [chars] client due to [chars]**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Failure to register the said XDR client. |
| <b>Recommended Action</b> | No action is required.                   |

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**SW\_VLAN**

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**%SW\_VLAN-6-VTP\_MODE\_CHANGE : VLAN manager changing device mode from [chars] to [chars].**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Some switch devices must automatically change VTP device modes upon receipt of a VLAN configuration database containing more than a set number of VLANs, depending on the device. This message indicates that such a spontaneous conversion has occurred, what the previous mode was, and what the current mode is. |
| <b>Recommended Action</b> | No action is required.  |

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**%SW\_VLAN-6-VTP\_DOMAIN\_NAME\_CHG : VTP domain name changed to [chars].**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The VTP domain name was changed through configuration to the name specified in the message. A management domain is the naming scope of a VLAN name. Each VLAN has a name that is unique within the management domain. |
| <b>Recommended Action</b> | No action is required.  |

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**%SW\_VLAN-4-VTP\_FLOOD\_ERROR : Primary server request failedPrimary server can only change once every [dec] seconds**

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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | VTP takeover packet received within takeover rate limit   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-VTP\_INTERNAL\_ERROR : VLAN manager received an internal error [dec] from vtp function [chars]: [chars]**


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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An unexpected error code was received by the VLAN Manager from the VTP configuration software.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-VTP\_INVALID\_DATABASE\_DATA : VLAN manager received bad data of type [chars]: value [dec] from vtp database function [chars]**


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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Invalid data was received by the VLAN Manager from a VTP configuration database routine.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-NO\_PM\_COOKIE\_RETURNED : VLAN manager unexpectedly received a null [chars] type cookie from the Port Manager, data reference: [chars]**


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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The VLAN manager queried the Port Manager for a reference cookie but received a NULL pointer instead.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-BAD\_PM\_VLAN\_COOKIE\_RETURNED : VLAN manager unexpectedly received a bad PM VLAN cookie from the Port Manager, VLAN indicated: [dec]**

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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The VLAN manager received an upcall from the Port Manager containing a VLAN cookie which translated to a bad VLAN number.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-VTP\_INVALID\_EVENT\_DATA : VLAN manager received bad data of type [chars]: value [dec] while being called to handle a [chars] event**

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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Invalid data was received by the VLAN Manager from the VTP configuration software.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-3-VTP\_PROTOCOL\_ERROR : VTP protocol code internal error: [chars]**

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|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | VTP protocol code encountered an unexpected error will processing configuration request, packet, or timer expiration.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-VTP\_USER\_NOTIFICATION : VTP protocol user notification: [chars]**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | VTP protocol code encountered an unusual diagnostic situation which the user should be made aware of.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-IFS\_FAILURE : VLAN manager encountered file operation error: call = [chars] / file = [chars] / code = [dec] ([chars]) / bytes transfered = [dec]**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The VLAN manager received an unexpected error return from a IOS file system call.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-BAD\_VLAN\_CONFIGURATION\_FILE : VLAN configuration file contained incorrect verification word: [hex]**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The VLAN configuration file read by the VLAN manager did not begin with correct value which would indicate a valid VLAN configuration file. Thus, it has been rejected.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-BAD\_VLAN\_CONFIGURATION\_FILE\_VERSION: VLAN configuration file contained unknown file version: [dec]**


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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The VLAN configuration file read by the VLAN manager contained an unrecognized file version number. (This may indicate an attempt to regress to an older version of the VLAN manager software.)  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-4-BAD\_VLAN\_DOMAIN\_NAME\_LENGTH: VLAN configuration file contained incorrect domain name length: [int]**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The VLAN configuration file read by the VLAN manager did not contain a valid domain name length. Thus, it has been rejected. |
| <b>Recommended Action</b> | Please provision VTP domain name again   |

---



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**%SW\_VLAN-4-BAD\_VLAN\_PASSWORD\_LENGTH: VLAN configuration file contained incorrect VTP password length: [int]**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The VLAN configuration file read by the VLAN manager did not contain a valid VTP password length. Thus, it has been rejected. |
| <b>Recommended Action</b> | Please provision VTP password again   |

---



---

**%SW\_VLAN-4-BAD\_VLAN\_TIMER\_ACTIVE\_VALUE: Encountered incorrect VLAN timer active value: [chars]**


---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Due to a software error, a VLAN timer was detected active when it should have been inactive or inactive when it should have been active.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-3-VLAN\_PM\_NOTIFICATION\_FAILURE : VLAN Manager synchronization failure with Port Manager over [chars]**


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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Due to lack of ready pool space, the VLAN manager dropped a notification from the Port Manager as indicated by the message.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-6-OLD\_CONFIG\_FILE\_READ : Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | VLAN software detected an old version of the VLAN configuration file format. It was able to interpret the file with no problems but will create files using the new format in the future. |
| <b>Recommended Action</b> | No action is required.  |

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**%SW\_VLAN-4-BAD\_STARTUP\_VLAN\_CONFIG\_FILE : Failed to configure VLAN from startup-config. Fallback to use VLAN configuration file from non-volatile memory**


---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | VLAN software failed to use VLAN configuration from startup-config file. It will fallback to use the binary VLAN configuration file in non-volatile memory. |
| <b>Recommended Action</b> | No action is required.  |

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---

**%SW\_VLAN-4-EXT\_VLAN\_INTERNAL\_ERROR : Extended VLAN manager received an internal error [dec] from [chars]: [chars]**


---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | An unexpected error code was received by the VLAN Manager from the extended VLAN configuration software. |
|--------------------|--|

---

**%SW\_VLAN-4-EXT\_VLAN\_INTERNAL\_ERROR : Extended VLAN manager received an internal error [dec] from [chars]: [chars]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SW\_VLAN-4-EXT\_VLAN\_INVALID\_DATABASE\_DATA : Extended VLAN manager received bad data of type [chars]: value [dec] from function [chars]**

**Explanation** Invalid data was received by the extended VLAN Manager from an extended VLAN configuration database routine.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SW\_VLAN-4-VLANMGR\_INVALID\_DATABASE\_DATA : VLAN MANAGER received bad data of type [chars]: value [dec] from function [chars]**

**Explanation** Invalid data was received by the VLAN MANAGER from a VLAN configuration database routine.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SW\_VLAN-4-VLAN\_CREATE\_FAIL : Failed to create VLANs [chars]: [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The VLANs specified in the error message could not be created. The VLAN manager called an VLAN database routine to create one or more VLANs, but the Port Manager failed the VLAN creation requests. A possible cause of this error is that the VLANs already exist in the Port Manager as internal VLANs. |
| <b>Recommended Action</b> | Check the internal VLAN usage using 'show vlan internal usage' command. Unconfigure the feature which occupies the internal VLAN and retry the VLAN creation operation.<br>LOG_STD_SH_TECH_ACTION  |

---



---

**%SW\_VLAN-4-STARTUP\_EXT\_VLAN\_CONFIG\_FILE\_FAILED : Failed to configure extended range VLAN from startup-config. Error [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | VLAN software failed to use extended VLAN configuration from startup-config file. All extended range VLANs configuration will be lost after system boot up. |
| <b>Recommended Action</b> | No action is required.  |

---



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**%SW\_VLAN-4-VTP\_SEM\_BUSY : VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars]**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The VTP database is currently locked by another task and is not available. Users should retry the operation sometime later.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%SW\_VLAN-3-MALLOC\_FAIL : Failed to allocate [dec] bytes**

---

|                    |                           |
|--------------------|---------------------------|
| <b>Explanation</b> | Memory allocation failed. |
|--------------------|---------------------------|

---

**%SW\_VLAN-3-MALLOC\_FAIL : Failed to allocate [dec] bytes**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SW\_VLAN-6-VLAN\_DAT\_CACHE\_EXISTS : Unexpected vlan.dat cache exists. Removing the cache and continuing the sync with new set.**

**Explanation** Although we do not expect to see this message ever, the switch continues to work properly even after encountering this situation. Please report it to Customer Support.

**Recommended Action** No action is required.

---

---

**%SW\_VLAN-3-VLAN\_DAT\_CACHE\_SEQUENCE : Out of sequence vlan.dat sync message. Expected: [dec]; received: [dec].**

**Explanation** vlan.dat file is synced to the STANDBY via one or more checkpoint message from ACTIVE. The sequence number for each such set of checkpoint messages starts with 1. These messages are cached at the STANDBY till the end-of-set indication is received. Here, the STANDBY received a checkpoint message with a sequence number that does not match the expected sequence number. Please report it to Customer Support.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SW\_VLAN-3-VLAN\_DAT\_CACHE\_SIZE\_EXCEED : Data exceeds allocated size. Offset: [dec]; data\_size: [dec]; allocated: [dec]**


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**Explanation**      vlan.dat file is synced to the STANDBY via one or more checkpoint message from ACTIVE. The sequence number for each such set of checkpoint messages starts with 1. These messages are cached at the STANDBY till the end-of-set indication is received. Here, the STANDBY received a checkpoint message with a size that does not fit the size of cache specified in the checkpoint message with sequence number 1. Please report it to Customer Support.

**Recommended Action**      Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%SW\_VLAN-4-VTP\_PRIMARY\_SERVER\_CHG : [enet] has become the primary server for the [chars] VTP feature**


---

**Explanation**      The primary server status has changed and the indicated device has become the primary server for the indicated VTP feature.

**Recommended Action**      No action is required.

---



---

**%SW\_VLAN-4-VTP\_DB\_SIZE\_CHECK\_FAILED : The [chars] VTP database of length [dec] cannot be supported by the system**


---

**Explanation**      The VTP database size is more than what the system can support.

**Recommended Action**      Reduce the database size by decreasing the configuration parameters, example, reduce the size of vlan-names

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**%SW\_VLAN-3-IIF\_ID\_ALLOC\_FAILED : IIF\_ID alloc failed for vlan [dec] due to memory allocation failure. Some features will not work.**


---

**Explanation**      The system is low on memory due to which IIF-ID allocation failed. This results in failure to apply polices such as QoS and Security acls on this vlan.

**Recommended Action**      LOG\_STD\_REDUCE\_ACTION Once memory is available, shutdown the vlan and then unshut the vlan

---

---

**%SW\_VLAN-3-IIF\_ID\_REGISTRATION\_FAILED : IIF\_ID registration failed for vlan [dec] due to memory allocation failure. Some features will not work. Vlan has been shutdown**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The system is low on memory due to which IIF-ID registration failed. This results in failure to apply polices such as QoS and Security acls on this vlan. If vlan exists, it is shutdown. If vlan doesn't exist, then it will be shutdown when it is created. |
| <b>Recommended Action</b> | LOG_STD_REDUCE_ACTION Once memory is available, run 'no shutdown' on the vlan   |

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## SYS

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**%SYS-1-CISCPRO : CiscoPro hardware requires CiscoPro software.**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The CiscoPro hardware platforms require the use of CiscoPro specific software. Other software images from Cisco Systems will not function on this hardware |
| <b>Recommended Action</b> | Obtain the appropriate CiscoPro software for your hardware.  |

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## SYSPLAT

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**%SYSPLAT-5-PLIM\_BLOCK\_EVENT : Block [chars]/[dec] of PLIM device had I/O event [hex]**

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|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A PLIM device I/O event has occurred. This event is not serious but is logged for diagnostic purposes. |
| <b>Recommended Action</b> | No user action is required.  |

---



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**%SYSPLAT-3-PLIM\_BRIDGE\_CRITICAL\_ERROR : Reloading [chars] due critical event [hex] in block [chars]/[dec] of PLIM device**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | A critical PLIM device I/O event has occurred.   |
| <b>Recommended Action</b> | The system automatically reloads the hardware component experiencing the error. If the problem persists, copy the message exactly as it appears on the console or in the system log, collect the output of show tech-support and any other relevant logs, and contact your Cisco technical support representative. |

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**%SYSPLAT-5-PLIM\_EVENT\_RATE : The [chars] event rate of [int] has exceeded the threshold of [int] on interconnect [dec]**

---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | A Serial Bridge has experienced a high event rate. This condition is not considered serious, but is logged for diagnostic purposes. This could be due to a hardware or software driver defect. |
|--------------------|--|

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**%SYSPLAT-5-PLIM\_EVENT\_RATE : The [chars] event rate of [int] has exceeded the threshold of [int] on interconnect [dec]**

**Recommended Action** No user action is required. If this message persists, a PLIM device critical message that needs to be addressed will appear.

---



---

**%SYSPLAT-3-PLIM\_CRITICAL\_ERROR\_RATE : Reloading [chars] due to critically high PLIM device error rate.**

**Explanation** A Serial Bridge has experienced a persistently high error rate. The condition is serious and the card must be reloaded. This could be due to a hardware or software driver defect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log, collect the output of show tech-support and any other relevant logs, and contact your Cisco technical support representative.

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## TAC

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**%TAC-6-SENDTMO : Send type [dec] to [IP\_address] timed out**

**Explanation** A background TACACS notification (enabled with the command tacacs notify) was not acknowledged by the TACACS server processor within the timeout period (5 minutes). The information contained in that notification was lost. This loss of information may interfere with accounting or auditing on the server. This condition arises when the TACACS server is misconfigured, crashed, or became unreachable via the network.

**Recommended Action** Check the TACACS server and the network attached to it.

---



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**%TAC-4-UNEXREP : Reply for non-existent request, [dec] on queue**

**Explanation** The TACACS facility received a message it was not expecting. This may occur when a TACACS server sends duplicate responses or when it responds to a request that has already timed out. It also may be due to an internal software problem.

**Recommended Action** If this message recurs, call your technical support representative for assistance.

---



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**%TAC-3-XTACACL : [chars]: accesslist [hex] out of range for [chars]**

**Explanation** The TACACS facility created a message that contains an accesslist which is not a valid accesslist (out of bounds).

**Recommended Action** If this message recurs, call your technical support representative for assistance.

---

---

**%TAC-4-NOTIMEOUT : Warning: This command has been deprecated in favor of the line-command timeout login response**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | This command is deprecated, and should no longer be used. Instead, the line-command <b>timeout login response</b> now provides this functionality |
| <b>Recommended Action</b> | Use the line-command <b>timeout user-response</b>   |

---



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**%TAC-3-PICKCTX : No pick-context**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The context to pick the next server has disappeared.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%TAC-4-SERVREF : Warning: Server [chars]:[dec] is still referenced by server group.**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The server being removed is still referenced by a server group           |
| <b>Recommended Action</b> | Please dereference the server from the server group as soon as possible. |

---



---

**%TAC-4-SERVREFNAME : Warning: Server [chars] is still referenced by server group.**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The server being removed is still referenced by a server group           |
| <b>Recommended Action</b> | Please dereference the server from the server group as soon as possible. |

---



---

**%TAC-3-SERVNO : Server [chars] is not configured**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The server is not configured                       |
| <b>Recommended Action</b> | Please configure a server before un-configuring it |

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**%TAC-6-SERVDEP : tacacs-server host CLI will be deprecated soon. Please move to tacacs server <name> CLI**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | Migration from tacacs-server host CLI to tacacs server <name> CLI |
| <b>Recommended Action</b> | Please try to use new CLI   |

---



---

**%TAC-3-SERVCONF : Server config failure: [chars]**

---

|                           |                                      |
|---------------------------|--------------------------------------|
| <b>Explanation</b>        | The server configuration failed      |
| <b>Recommended Action</b> | Please configure the server properly |

---



---

**%TAC-3-SERVINT : [chars]**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | This is an internal software error.  |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**%TAC-3-SECRETDEFINEFAILED : Key definition ignored.**

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | The user is attempting to store either a corrupted shared secret or memory allocation failed during secret definition. Any existing shared secret will be preserved. |
| <b>Recommended Action</b> | Configure a proper secret.   |

---

**TAR\_FS**

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**%TAR\_FS-3-IMAGE\_FILE\_INVALID : [chars] file not found in archive**

---

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | The Tar File System could not locate the relevant tar element inside the archive  |
| <b>Recommended Action</b> | Check whether the Archive is complete and not corrupted or of the wrong format. If the problem could be recreated with <b>debug ifs file</b> turned on, it could help in quick identification of the problem. Collect the output of <b>archive tar /table archive-name</b> if it is a pure tar archive or <b>show image contents file archive-name</b> if the archive is a system image |

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# TCP through TMQ

- TCP
- TCP\_PROXY
- TDLDB
- TELNETD
- TENSRRFSM
- THREAT\_DEFENSE
- THREAT\_DEFENSE\_PROXY
- TIME
- TLSCLIENT
- TMQ

## TCP

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### %TCP-3-TCP\_REG\_FAILED : QFP TCP registers failed

---

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Cisco internal software error. QFP TCP feature initialization detected that registration failed. QFP TCP will not be functional while this condition exists.   |
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |

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## TCP\_PROXY

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### %TCP\_PROXY-2-PROXY\_IPC\_INIT\_FAILED : QFP TCP Proxy IPC initialization failure (result: [dec]).

---

|                    |  |
|--------------------|--|
| <b>Explanation</b> | Cisco internal software error. QFP TCP Proxy initialization detected that the IPC interface initialization failed. QFP TCP proxy will not be functional while this condition exists. |
|--------------------|--|

---

**%TCP\_PROXY-2-PROXY\_IPC\_INIT\_FAILED : QFP TCP Proxy IPC initialization failure (result: [dec]).**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TCP\_PROXY-3-PROXY\_BAD\_MSG : CPP TCP Proxy received bad length message type [dec]**

**Explanation** Cisco internal software error. CPP TCP Proxy received a corrupted message from control plane. This message will be ignored.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TCP\_PROXY-3-PROXY\_INV\_MSG : CPP TCP Proxy received invalid message type [dec]**

**Explanation** Cisco internal software error. CPP TCP Proxy received an invalid message type from control plane. This message will be ignored.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TCP\_PROXY-3-PROXY\_IPC\_CHUNK\_FAILED : CPP TCP Proxy chunk memory failure [dec]**

**Explanation** Cisco internal software error. QFP TCP Proxy chunk memory allocation detected failure. QFP TCP proxy will not be functional while this condition exists.

---

**%TCP\_PROXY-3-PROXY\_IPC\_CHUNK\_FAILED : CPP TCP Proxy chunk memory failure [dec]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TCP\_PROXY-3-PROXY\_IPC\_ALLOC\_FAILED : CPP TCP Proxy [chars] message lost due to message buffer allocation failure.**

**Explanation** Cisco internal software error. CPP TCP Proxy message processing detected a message buffer allocation failure. The message is lost as the result of this condition.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TCP\_PROXY-3-PROXY\_IPC\_SEND\_FAILED : CPP TCP Proxy [chars] message lost due to message sent failure (result: [dec]).**

**Explanation** Cisco internal software error. CPP TCP Proxy message processing detected a message sent failure. The message is lost as the result of this condition.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TCP\_PROXY-3-PROXY\_DEBUG\_REG\_FAILED :**

**Explanation** TCP Conditional Debugging registration failed.

---

**%TCP\_PROXY-3-PROXY\_DEBUG\_REG\_FAILED :**

|                           |  |
|---------------------------|--|
| <b>Recommended Action</b> | Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ). Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information. |
|---------------------------|--|

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**TDLDB**

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**%TDLDB-3-SESSION\_LOCK\_TIMEOUT : Owner: user-proc: [chars], DB: [chars]. Lock expired [chars] ago.**

|                           |   |
|---------------------------|---|
| <b>Explanation</b>        | An application running in a process wishes to have an exclusive write access to DB. It acquires a session lock with for a specific period and is expected to release or renew the session lock. The application has failed to do so and hence the unexpected timeout has occurred |
| <b>Recommended Action</b> | This is unexpected. Report this to Cisco TAC.   |

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**TELNETD**

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**%TELNETD-3-ISSUE\_FILE\_OPEN : Error opening login banner: [chars]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | An error has occurred opening the login banner. It could not be displayed to a user connecting via telnet.   |
| <b>Recommended Action</b> | If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter ( <a href="https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl">https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl</a> ) . Also perform a search of the Bug Toolkit ( <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl">http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl">http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information. |

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**TENSRFSM**

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**%TENSRFSM-3-NULLMACH : Invalid machine pointer [hex]**

|                    |                               |
|--------------------|-------------------------------|
| <b>Explanation</b> | state machine invalid pointer |
|--------------------|-------------------------------|

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**%TENSRRFSM-3-NULLMACH : Invalid machine pointer [hex]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TENSRRFSM-3-INVSTATE : Invalid current state [hex]**

**Explanation** state machine invalid state

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TENSRRFSM-3-INVEVENT : Invalid event\_id [hex]**

**Explanation** state machine invalid event

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TENSRRFSM-3-INVTRANS : obj: [[hex]] event\_id: [[hex]] er\_p: [[hex]] arg: [[hex]] session state [chars] -> [chars]**

**Explanation** state machine invalid transition

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**%TENSRRFSM-3-INVTRANS : obj: [[hex]] event\_id: [[hex]] er\_p: [[hex]] arg: [[hex]] session state [chars] -> [chars]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TENSRRFSM-3-NOEVENT : Unable to apply event [hex]**

**Explanation** state machine transition failure

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TENSRRFSM-3-NOPROCID : Unable to launch TE NSR FSM Process.**

**Explanation** state machine transition process launch failure

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the output Interpreter (<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>). Also perform a search of the Bug Toolkit (<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>). If you still require assistance, open a case with the Technical Assistance Center via the Internet ([http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl)), or contact your Cisco technical support representative and provide the representative with the gathered information.

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## THREAT\_DEFENSE

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**%THREAT\_DEFENSE-3-VTCP\_INIT\_FAILED :**

**Explanation** Initialization of VTCP failed.

**Recommended Action** LOG\_STD\_ACTION

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**%THREAT\_DEFENSE-3-DESTROY\_CHUNK\_FAILED :**

|                           |                       |
|---------------------------|-----------------------|
| <b>Explanation</b>        | Destroy chunk failed. |
| <b>Recommended Action</b> | LOG_STD_ACTION        |

**%THREAT\_DEFENSE-4-TD\_ERM\_AVERAGE\_THREAT : Event Rate Monitoring: Average threat identified. Zone [[chars]], event type [[chars]], average [[dec]] configured threshold [[dec]]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Event Rate Monitoring: Average threat identified |
| <b>Recommended Action</b> | LOG_STD_ACTION                                   |

**%THREAT\_DEFENSE-4-TD\_ERM\_BURST\_THREAT : Event Rate Monitoring: Burst threat identified. Zone [[chars]], event type [[chars]], configured threshold [[dec]]**

|                           |  |
|---------------------------|--|
| <b>Explanation</b>        | Event Rate Monitoring: Burst threat identified |
| <b>Recommended Action</b> | LOG_STD_ACTION                                 |

**THREAT\_DEFENSE\_PROXY****%THREAT\_DEFENSE\_PROXY-3-PROXY\_MEM\_EXTEND\_FAILED :**

|                           |                          |
|---------------------------|--------------------------|
| <b>Explanation</b>        | Extending memory failed. |
| <b>Recommended Action</b> | LOG_STD_ACTION           |

**%THREAT\_DEFENSE\_PROXY-4-PROXY\_IPC\_INVALID\_MSG\_LEN : [dec]:[dec] len [dec] flags [hex] source [dec]**

|                           |                             |
|---------------------------|-----------------------------|
| <b>Explanation</b>        | Invalid IPC message length. |
| <b>Recommended Action</b> | LOG_STD_ACTION              |

**%THREAT\_DEFENSE\_PROXY-4-PROXY\_IPC\_INVALID\_MSG : [dec]**

|                           |                     |
|---------------------------|---------------------|
| <b>Explanation</b>        | Invalid IPC message |
| <b>Recommended Action</b> | LOG_STD_ACTION      |

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**%THREAT\_DEFENSE\_PROXY-3-PROXY\_IPC\_INIT\_FAILED : [dec]**

---

**Explanation** IPC handler initialization failed.**Recommended Action** LOG\_STD\_ACTION

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**TIME**

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**%TIME-3-HB\_SEQ\_FAIL : expected seq\_num [hex], rcvd seq\_num [hex], MSGDEF\_LIMIT\_MEDIUM**

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**Explanation** The timer services had exceeded the maximum number of timer heartbeat sequence number errors.**Recommended Action** LOG\_STD\_ACTION

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**%TIME-2-TIMESTAMP\_BAD\_CLOCK : [int]**

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**Explanation** Unsupported PPE core clock frequency.**Recommended Action** LOG\_STD\_ACTION

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**%TIME-2-HB\_START\_FAILED : timer services failed to start**

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**Explanation** The timer services could not be started, because GPM allocation failed**Recommended Action** LOG\_STD\_ACTION

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**TLSCIENT**

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**%TLSCIENT-5-UPDOWN : Session [[IPv6 address]] to Tlsgw: [[chars]] is [chars]**

---

**Explanation** TLS Tunnel service state changed.**Recommended Action** No action is required.

---

---

**%TLSCIENT-5-REKEY\_CONN\_FAILURE : Rekey failed for Session [[IPv6 address]] to Tlsgw [[chars]]**

---

**Explanation** This message indicates that the Rekey for the tunnel to the tlgw failed.

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**%TLSCLIENT-5-REKEY\_CONN\_FAILURE : Rekey failed for Session [[IPV6 address]] to TLSGW [[chars]]**

**Recommended Action**      Either the server is down or the connectivity to the server is broken

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## TMQ

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**%TMQ-3-NOTFOUND : TMQ, Attempt to delete entry not in queue**

---

**Explanation**      An attempt was made to delete an entry not in the queue.

**Recommended Action**      Advisory message only. No action required.

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